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ABSTRACT

This manual is intended primarily for libraries that wish to purchase a turnkey automated circulation system and online catalog, but lack the staff, time, and expertise to develop a set of specifications, or the money to hire consultants. Specifications are provided to assist in the selection from several options: (1) development of an in-house system, (2) replication of an existing system, (3) custom design of a system by a software house, (4) purchase of services from a service bureau, or (5) purchase of a turnkey system. Two major areas are covered in detail. The first provides information on the rules and conditions governing competition when dealing with vendors of turnkey systems, while the second outlines the operating environment for the projected system and proceeds to describe the functional requirements for an automated circulation system and online catalog. A series of appendices include concrete details on hardware, specifics of an existing turnkey system, systems operating profiles, manpower support requirements, test procedures, evaluation instruments, library hours, rental resources, and price quotations. (RAA)

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WEST CENTRAL WISCONSIN LIBRARY COMPUTING COOPERATIVE

(WCWLCC)

Specifications for a Computerized Library Circulation Management Data and On-Line Catalog System

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Acknowledgments

These specifications were developed by the WCWLCC Libraries over a period of several years. As with most documents of this type, it is based upon the experiences of other libraries in undertaking similar projects as well as the expertise available within WCWLCC. This work in particular drew upon similar undertakings at the University of Wisconsin-Oshkosh, University of Wisconsin-Madison and Tacoma Public Library. It should be viewed only as a stage in an evaluationary process in which libraries become ever more sophisticated in their selection techniques.

Introduction

Librarians wishing to acquire automated circulation and on-line catalog systems have several options: (1) develop the system in-house; (2) replicate an already existing system; (3) have the system custom designed by a software house; (4) purchase services from a service bureau or (5) purchase a turnkey system. This document is intended primarily for those libraries wishing to purchase a turnkey system although various sections of it will be useful to any library desiring to automate circulation and the on-line catalog.

The acquisition of such a system can be a long and difficult process. It is an activity that most librarians have not been involved in and do not have the local expertise to accomplish without considerable effort or the assistance of outside consultants. The process of developing a set of specifications is evolutionary in that each succeeding set of specifications is built upon the work of other libraries that have previously gone through the process. Unfortunately few librarians have made their efforts generally available to others. To be sure a few individuals and organizations have attempted to collect documents on a sporadic bases. In general each library must go through the process of collecting the efforts of others on their own.

This document is being made available to assist those libraries that do not have the staff time, expertise or the money to hire consultants. It covers two major areas. The first, section two in the specifications, contains information regarding the rules and conditions governing competition that need to be described when dealing with a vendor of turnkey circulation systems. The

second area, section four of the specifications, outlines the functional requirements for an automated circulation system and on-line catalog.

This is intended to be the first in a series of publications dealing with the selection and implementation of an automated system in a network environment. Subsequent documents will deal with the selection process, contract negotiations, system installation and system implementation.

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SECTION 1

INTRODUCTION

1.1 Introduction

The West Central Wisconsin Library Computing Cooperative (WCWLCC) was established in January, 1980, and consists of university libraries located at UW-Eau Claire, UW-La Crosse, UW-River Falls and UW-Stout in Menomonie. This cooperative functions within consortium policies established by the West Central Wisconsin Consortium (see description below).

.1 History of WCWC (West Central Wisconsin Consortium).

"The University of Wisconsin System Board of Regents endorses the concept of establishing regional consortia as illustrated by the formation and function since August 3, 1973, of the West Central Wisconsin Consortium, and identified the WCWC as a continuing structure for planning, coordination, resource sharing, and program review at all levels." Re: Board of Regents Resolution 1032.

.2 Rationale and Purpose of the WCWC Library Computing Cooperative.

To provide more effective, efficient and extensive library service to students and faculty by offering the following computerized services:

- Computerized library circulation control.
- Inter-institutional access to library collections and services.
- Cost-beneficial savings resulting from sharing library computing hardware and software systems.
- More objective collection development resulting from an analysis of circulation data.
- On-line bibliographic access to library collections.

1.1 Introduction (continued)

.3 Organization of WCWLCC.

The operating affairs of the Cooperative are controlled by a Management Council consisting of one member appointed by the Chancellor of each participating university. A chairperson is elected annually.

.4 Location of WCWLCC Computer Main Frame.

The WCWLCC main frame computer will be located at UW-Stout in Menomonie, WI.

1.2 Description of Individual WCWLCC Institutions

The four universities are located in West Central Wisconsin as per map on next page. Eau Claire, Menomonie and River Falls have telephone access via the Bell Telephone System. La Crosse communcations are via the La Crosse Telephone Company, a private corporation.

.1 UW-Eau Claire is located 25 miles east of Menomonie, with holdings of 325,000 title records, 370,000 items records, 10,000 borrower records and approximately 300,000 circulation transactions annually. The curriculum is basically liberal arts with both graduate and undergraduate programs.

.2 UW-La Crosse is located 110 miles southwest of Menomonie, with holdings of 324,000 title records, 408,000 items records, 12,000 borrower records and approximately 155,000 circulation transactions annually. The curriculum is basically liberal arts with both graduate and undergraduate programs.

1.2 Description of Individual WCWLCC Institutions (continued)

.3 UW-River Falls is located 45 miles west of Menomonie, with holdings of 130,000 title records, 156,000 item records, 7,000 borrower records and approximately 62,000 circulation transactions annually. The curriculum is basically liberal arts with a very large program in agriculture. Both graduate and undergraduate programs are offered.

.4 UW-Stout is located in Menomonie and will house the main frame computer from which the other three cooperative libraries will access via telephone communications. The UW-Stout library has holdings of 170,000 title records, 180,000 item records, 8,000 borrower records and approximately 123,000 circulation transactions annually. The curriculum is highly specialized with high concentrations in applied science, home economics and vocational rehabilitation. Graduate and undergraduate programs are offered.

UW-Stout Rental Resource Service (RRS) may also participate in WCWLCC as a separate library. RRS uses a multi-media approach for instructional learning materials. RRS operates to provide the most effective required instructional learning on a non-profit rental or optional purchase basis. RRS is located in Ray Hall, approximately 1,500 feet from the proposed main frame site. Additional information describing the unique needs of this unit will be found in Appendix I.

1.3 Related Network Developments

All four universities are extensively involved in OCLC and state-level cooperative efforts.

1.3 Related Network Developments (continued)

.1 LPSC (UW-System Library Planning Study Committee).

Conducted in 1978-80, this UW-System-wide study report recommends that system libraries become involved in automation as per below:

"Compatible methodologies for the gathering of assessment data from automated circulation systems and on-line catalogs should be developed for UW-System libraries."

a) Data on the use of specific items in the collection would be available in machine - readable form for analysis.

b) This data would provide information which would help sharpen collection development, document delivery and storage program policies."

(Taken from LPSC Draft, 7/9/79, Delivery and Use, p.5)

.2 Wisconsin State Department of Public Instruction (DPI) Study.

In Wisconsin, the DPI is responsible in a statutory role of providing coordination in library automation. The WCWLCC is in keeping with DPI recommendations that a state-wide library data bank be established as a means of making available a broader base of resource sharing. This regional cooperative is one step in the eventual state-wide on-line data bank network.

.3 WILS (Wisconsin Interlibrary Loan Service), WLC (Wisconsin Library Consortium).

All four university libraries participate in WILS, a state-wide interlibrary loan network comprised of multi-type libraries and WLC, a system of 50 academic and public libraries utilizing OCLC for cooperative cataloging, serials control and interlibrary loan.

1.3 Related Network Developments (continued)

.4 Other regional cooperative participation.

UW-Eau Claire, UW-River Falls, UW-Stout are in the proposed Indianhead Multi-type Library Cooperative, and UW-La Crosse participates in the Winding Rivers Inter-type Library Council.

1.4 Response to the WCWLCC Request for Proposal (RFP)

Vendors are required to respond to the RFP in the following manner:

.1 Respond to the RFP as written, assuming a network system to be used by all four institutions.

.1 Any costs associated with UW-Stout's Rental Resource Service should be included in a separate category.

.2 The vendor should describe the impact on central site configuration and cost if one or more of the WCWLCC libraries (other than UW-Stout) were unable to participate in the cooperative. This information should be provided for cooperatives consisting of every possible combination of institutions.

.1 Any costs associated with UW-Stout's Rental Resource Service should be included in a separate category.

.3 Although the language of this RFP describes a potential network, vendors are also encouraged to interpret the appropriate passages liberally and to propose stand-alone capability at any or all locations. In other words, vendors may, at their option, propose either a network system, one to four stand-alone systems, or a combination of both network and stand-alone. Vendors choosing to respond to <u>both</u> stand-alone and network solutions must submit separate proposals for each.

1.4 Response to the WCWLCC Request for Proposal (RFP) (continued)

.3 (continued)

.1 Any costs associated with UW-Stout's Rental Resource Service should be included in a separate category.

.4 Provide a cost breakdown based upon the assumption that each WCWLCC Library would purchase a stand alone system.

.1 Any costs associated with UW-Stout's Rental Resource Service should be included in a separate category of the UW-Stout costs.

SECTION 2

INSTRUCTIONS TO VENDORS

2.1 Questions Related to the RFP

.1 Staff from all WCWLCC libraries will be available to meet with interested vendors on August 20, 1980. The meeting will begin at 10:00 a.m. and will be held in Room A106 of the University of Wisconsin-Stout's Pierce Library. The purpose of this meeting is to clarify administrative and technical questions vendors may have regarding the RFP.

.1 Vendors should notify John J. Jax by August 18, 1980 if they expect to attend this meeting.

.2 Vendors are encouraged to contact the following individuals if they have additional administrative and technical questions related to the RFP.

.3 The proposal for WCWLCC

.1 General, functional, instructions to vendors, central processor installation and site preparation:

John J. Jax - University of Wisconsin-Stout
Library Director, WCWLCC Chairperson 715-232-1184

Philip Schwarz - University of Wisconsin-Stout
Automation Librarian 715-232-1272

.2 Communicatons network, Telpac line rates, communications configuration and cost estimates:

Jack Niles
Wisconsin Telephone Company
304 South Dewey
Eau Claire, WI 54701
715-839-5566

.4 If possible, questions should be submitted in writing. All vendors who received a copy of the inquiry will also receive, upon request, a consolidated report of the questions from all vendors and the responses to them.

2.1 Questions Related to the RFP (continued)

.5 Cost proposal for individual WCWLCC libraries

.1 University of Wisconsin-Eau Claire

Robert Fetvedt
Library Director
William D. McIntyre Library
Garfield Avenue
Eau Claire, WI 54701
715-836-3715

.2 University of Wisconsin-La Crosse

Dale Montgomery
Director of Instructional Services
Murphy Library
1631 Pine Street
La Crosse, WI 54601
608-785-8738

.3 University of Wisconsin-River Falls

Richard Cooklock
Chalmer Davee Library
University of Wisconsin-River Falls
River Falls, WI 54022
715-425-3222

.4 University of Wisconsin-Stout

John J. Jax
Library Director
Media Retrieval Services - Pierce Library
Menonomie, WI 54751
715-232-1184

2.2 Schedule of Events

Date(s)	Event
June, 1980	Request for Proposal submitted to purchasing.
August 1, 1980	Request for Proposal sent to vendors.
August 20, 1980	Meeting with all vendors.
September 16, 1980	Proposals returned to University of Wisconsin-Stout Purchasing Agent.
Sept. - Nov., 1980	Evaluation of propoals.
December 1, 1980	Selection of vendor; letter of intent signed.

2.2 Schedule of Events (continued)

Date(s)	Event
Dec. - Jan., 1980-81	Benchmark test performed.
February, 1981	Formal contract signed by WCWLCC and vendor.
July - Aug., 1981	Preliminary site preparation by WCWLCC.
September, 1981	Hardware installed at WCWLCC sites.
October, 1981	Acceptance test begins.
December, 1981	Final Acceptance by WCWLCC.

2.3 Standard Terminology

.1 The terms used in this document are, insofar as possible, consistent with those used throughout the library profession and computer industry.

.2 WCWLCC desires to obtain an accurate assessment of the vendor's current development status and level of compliance with WCWLCC requirements. Vendors should declare the level of development status and compliance with RFP functional requirements by indicating whether the function is:

.1 "Operational" - In production at all user sites (indicate number of user sites). If the function is always available at all user sites and some users choose not to use the function, consider the function operational.

.2 "Optionally Available" - Conditionally available to all users and in production at some user sites. Indicate hardware, software, cost and other conditions of availability, the number of user sites utilizing the option, and the names, addresses, and telephone contacts at three sites.

2.3 Standard Terminology (continued)

.2 (continued)

.3 "In Pilot Operation" - In test and evaluation at user sites. Indicate the number of sites, beginning and expected end dates for pilot operation, expected operational date, and names, addresses, and telephone contacts at three pilot sites.

.4 "In Testing" - In-house test and evaluation (capable of being demonstrated). Indicate the expected dates for pilot operation (if applicable) and fully operational.

.5 "In Development" - In detailed definition, design, programming, etc. Describe development status, documentation available, and expected operational date.

.6 "In Planning" - In general requirements definition or early planning. Describe the available documentation.

.7 "Not Planned" - Not expected to be a future function.

.8 The vendor may indicate alternative solutions to functions stated in the RFP, and should also indicate the status of those alternatives.

.3 The intent of this section is to standardize the terms in the vendors responses; vendors are encouraged to use these terms. Non-defined terms using the present tense in the vendor's proposal will be assumed to mean that the development status is "in planning". General terms where the status is difficult to determine will be assumed to mean "not planned".

2.4 Submitting the Proposal

.1 The response(s) to this Request for Proposal must be received no later than September 16, 1980. Vendors mailing their proposals must

2.4 Submitting the Proposal (continued)

.1 (continued)

allow sufficient mail delivery time to insure receipt of their proposal(s) by the time specified. Late proposals will not be accepted.

.2 A minimum of eight (8), preferablly fifteen (15), copies of the vendor's proposal(s) in response to the request must be delivered or sent by registered mail to:

Mr. Gene D. Kunes, Purchasing Agent
University of Wisconsin-Stout
130 Administration Building
Menomonie, WI 54751

.3 In preparing his proposal(s), the vendor must fully respond to the specifications in all sections. The proposal(s) must meet or exceed the minimum requirements stated.

.1 The vendor is requested to respond to the specifications in the order in which they are listed.

.2 The vendor should clearly state whether or not the specification can be met.

.3 If the specificaton can be met, an explanation of the techniques employed to accomplish each requirement is mandatory. Where applicable, sample screen displays and reports must be included.

.4 If the specification cannot be met, the vendor should explain why it cannot or should not be met. The exception must be carefully detailed so as to allow full evaluation of the exception.

.4 Vendors are expected to identify their best, most cost-effective solutions which meet WCWLCC's needs. Where appropriate, an individual vendor is encouraged to submit multiple proposals which reflect different solution strategies.

2.4 Submitting the Proposal (continued)

.5 The vendor is expected to propose a "turnkey" system. The term "turnkey" as used in this document means that all procedures required for the fulfillment of the functions specified in this document shall be operational in the installed system. The term "system" as used herein includes hardware, software, related documentation, maintenance and training.

.6 The vendor shall provide a clear, complete, concise and accurate technical description of the proposed system and its component parts. The package shall include, but not be limited to, a configuration diagram, descriptions of all software packages available, data conversion plans, training procedures, and installation requirements.

.7 We expect proposals from a variety of vendors. In order that we may be able to make a complete evaluation, each proposal must be complete in itself. Reference to vendors' manuals may be made infrequently. When such reference is made, the vendor manual, page and section or paragraph number must be given for ease of location. The vendor must provide current manuals with the proposal submitted. If desired, these will be returned, at the vendor's expense, after the selection process is completed.

.8 WCWLCC reserves the right to reject any and all proposals without penalty and is the final judge as to which is the best proposal. WCWLCC may select, negotiate with, and enter into a contract with a vendor who is determined by WCWLCC to provide goods and/or services which are in the best interest of WCWLCC. WCWLCC, notwithstanding any provisions set forth in this document, may agree to such terms and provisions as they may determine to be in their best interests.

2.5 Failure to Respond to RFP Requirements

If the vendor does not respond to all the requirements of this proposal, that action may be grounds for disqualification.

2.6 Prime Contractor Rsponsibilities

.1 The selected vendor must be the supplier of the turnkey system detailed in the respective specifications of this request for proposal. The selected vendor will be required to assume full responsibility for delivery, installation and maintenance of all hardware and contracted services whether or not he is the original supplier. Further, WCWLCC will consider the selected vendor to be the sole point of contact with regard to contractual matters, including the performance of services and the payment of any and all charges resulting from contractual obligations.

.2 The WCWLCC system is to be delivered and installed at the sites designated by each library director and in an area designated by each library director, be completely operational, with all debris to be removed by vendor, and with operating instructions and instructional manuals and any other instructions or manuals as called for in specifications given to the appropriate library director. Proposal prices are to include all packing, transportation, installation, instructional manuals, and any other items called for in the specifications.

2.7 Acceptance of Proposal Content

.1 The contents of the proposal submitted by the successful vendor will become contractual obligations if acquisiton action ensues. Failure of the successful vendor to accept these obligations in a contractual agreement may result in cancellation of the award.

2.7 Acceptance of Proposal Content (continued)

.2 The exception to this clause will be when the WCWLCC chairperson and an authorized representative of the vendor mutually agree in writing to modification or waiver of any part of the contract.

2.8 System Costs

.1 Introduction

.1 Each vendor shall provide an itemized list of initial and continuing costs (Appendix J) for the proposed WCWLCC system. Costs should include all equipment, supplies, software, delivery, installation, maintenance, service, communications training and all other related costs.

.2 All costs stated in the vendor's bid response will be the only costs which WCWLCC will honor.

.3 Pricing data shall provide for purchase, lease, and/or lease/purchase arrangements for hardware and software.

.4 The vendor should guarantee quoted prices for one (1) year.

.2 Provide a cost breakdown assuming a network system to be used by all four institutions.

.1 Any costs associated with UW-Stout Rental Resource Service should be included in a separate category.

.3 Provide a cost breakdown based upon the assumption that each WCWLCC library would purchase a stand alone system.

.1 Any costs associated with UW-Stout Rental Resource Service should be included in a separate category of the UW-Stout costs.

.4 The vendor should describe the impact on central site configuration and cost if one or more of the WCWLCC libraries (other than UW-Stout) were unable to participate in the consortia. This information

2.8 System Costs (continued)

.4 (continued)

should be provided for potential consortiums consisting of every possible combination of institutions.

.1 Any costs associated with UW-Stout Rental Resource Service should be included in a separate category.

2.9 Communication Costs

.1 The total operational cost of the system including the communications cost is a critical factor in the evaluation of the proposals. In order to evaluate the total systems cost the vendor must include the cost of all lines, modems, multiplexors and other communications equipment, including as a separate subtotal, the equipment and services obtained from Wisconsin Telephone, the principal telephone company serving Wisconsin. The vendor may choose to use dedicated or dial-up lines between the terminals and the host computer, between host computers, etc. This selection should be documented and cost estimates made of any dial-up usage.

.2 The vendor must describe separately all equipment and services purchased or leased from Wisconsin Telephone and include, as an appendix to the proposal, a copy of the cost estimate from Wisconsin Telephone for the equipment and services, including installation, service terminals, modems, and line charges. The State of Wisconsin utilizes Telpac services from Wisconsin Telephone; the vendors should contact Jack Niles of Wisconsin Telephone for an estimate of the intercity line costs using Telpac rates. The Telpac line costs should be used in place of the Wisconsin Telephone standard line costs, since the Telpac costs will be less (in all cases where

2.9 Communication Costs (continued)

.2 (continued)

Telpac rates are in effect). The vendor will not be held responsible for inaccuracies or changes in rates quoted by Wisconsin Telephone.

.3 The WCWLCC will assume an 8-year system lifetime in evaluating the system costs. For the purpose of evaluating the cost of telephone leased equipment and services, the future expenses throughout the system lifetime will be assumed at the current rates and costs.

.4 While not a requirement of the RFP, the use of multiple terminals on a shared line, loop networks, and other cost savings improvements should be considered by the vendors. There is an obvious trade off between shared line savings and increased response time due to line contention. The trade off should be discussed in quantitative terms in the proposal.

.5 WCWLCC is concerned with the total cost of the system, including the initial purchase, installation, and on-going operational expenses. The cost of additional equipment (additional central processors, multiplexors, etc.) beyond that necessary to marginally handle the transaction load will be seriously considered by the State of Wisconsin if the payoff is favorable over the lifetime of the system. The reduction of on-going operational expenses (primarily communications line costs) should offset the cost of the additional equipment. The proposal should clearly describe this economic tradeoff.

2.10 Performance Bond

The successful vendor will be required to furnish a performance bond, countersigned by a Wisconsin resident agent, to assure delivery and installation of a turnkey system identical to that ordered, specified in

2.10 Performance Bond (continued)

the contract, and meeting all of the performance criteria described under the acceptance tests. All costs associated with providing a performance bond must be stated in the vendors' prices.

2.11 Time for Completion and Liquidated Damages

.1 The final dates for furnishing, delivering and installing the equipment specified, will be determined at the time of the execution of a contract between WCWLCC and the successful bidder. It is understood that the dates, mutually agreed upon between the WCWLCC and the successful bidder, are an essential condition of the successful fulfillment of the contract.

.2 If the contractor shall neglect, fail, or refuse to furnish, deliver and install a turnkey system identical to that ordered, specified in the contract and meeting all of the performance criteria described under acceptance tests within the time period as mutually agreed upon at the time of the award of the contract, then the contractor does hereby agree, as a part consideration for the awarding of the contract, to pay to the owner the sum of one hundred dollars ($100.00) for each calendar day a WCWLCC library is open elapsing between the installation date specified in the contract and the actual date of installation of all items. This is not a penalty, but liquidated damage for such breach of contract as hereafter set forth for each and every calendar day that the contractor shall be in default after the time stipulated in the contract for completing the contract. The said amount, for liquidated damage, is fixed and agreed upon by and between the contractor and the owner because of the impracticability and extreme difficulty of fixing and ascertaining the actual damages the owner would sustain in such event. Said

2.11 Time for Completion and Liquidated Damages (continued)

.2 (continued)

amounts shall be retained by the owner from payment due the contractor.

.3 It is provided that the contractor shall not be charged with payment of liquidating damages or any excess cost when delay in completion of work is due to the following:

.1 To any preference, priority, or allocation order duly issued by the Federal Government.

.2 To unforseeable cause beyond the control and without the fault or negligence of the contractor, including but not restricted to acts of God, or of public enemy, acts of the owner, fires, floods, epidemics, quarantine restrictions, strikes, and freight embargoes.

.4 It is further provided that the contractor shall, within seven (7) days from the beginning of such delay, notify the owner in writing of the causes of the delay. The owner shall then ascertain the facts and extent of the delay and notify the contractor within a reasonable time of its decision in the matter.

2.12 Payment Schedule

The vendor shall respond to the RFP by agreeing to a payment schedule within the following conditions:

.1 The turnkey system specified in the contract and meeting all of the criteria described under acceptance test shall be delivered not earlier than April, 1981 or later than May, 1981, unless approval for delivery prior to or after the dates stated is given, in writing, by the WCWLCC chairperson.

2.12 Payment Schedule (continued)

.2 Within fifteen (15) days after the date on which the vendor demonstrates to the WCWLCC chairperson's satisfaction that the hardware and software are functioning, WCWLCC will make payment to an escrow account established by the University of Wisconsin System. The payment into escrow shall be the value of delivered and installed system hardware (not to exceed forty (40) percent of the cost) with payment to be made upon proper invoicing within fifteen (15) days of delivery and proper installation of the system hardware and software.

.3 The investment of the escrow account shall be made in accordance with the provisions of the escrow agreement. All interest proceeds from the escrow account shall accrue to the vendor as payment for hardware and software utilization by WCWLCC, provided that all costs associated with the escrow shall be paid from the escrow interest.

.4 In the event that this agreement is terminated, as provided for herein, the escrow account shall revert to WCWLCC in its entirety. Within fifteen (15) days following final acceptance or rejection of this system by the WCWLCC chairperson, the escrow account shall be paid to vendor or WCWLCC in the latter case.

.5 The remainder of the payments will be to the escrow account in the percentages of the unpaid balance and at the time listed below:

.1 20% to be paid upon successful completion and demonstration of the functional performance acceptance testing.

.2 20% to be paid upon successful completion of the system's reliability acceptance testing.

.3 20% to be paid upon successful completion of the full-load acceptance testing.

.4 40% to be paid upon final acceptance of the system.

2.13 Selection Notification Process

Vendors will be notified through normal channels of the results of the selection process.

2.14 Termination of Contract

The continuance of a contract beyond the limits of funds already available shall be contingent upon legislative appropriation of the necessary funds, and the termination of this contract because of lack of necessary appropriation shall be without penalty.

2.15 Right to Reject Proposal

The WCWLCC reserves the right to accept or reject any part of a proposal or the proposal as a whole.

2.16 Project Schedule

.1 A project schedule must be developed to insure that the system be delivered and operational during the second quarter of 1981. Operation is defined as having the total system hardware delivered to each WCWLCC library and all of the criteria set forth in the acceptance test met.

.2 The vendor should be aware of the penalty clause associated with the acceptance test and the dates for delivery of goods and services. A realistic project schedule must be designed to meet the specifications.

.3 A project schedule should be prepared in chart form and explained in writing. The schedule should clearly indicate the expected delivery

2.16 Project Schedule (continued)

.3 (continued)

dates for components of software and hardware. Include dates for training and the initial delivery of supplies for start-up.

2.17 Vendor Background

The vendor's background and history shall be included in the proposal as follows:

.1 Organization. A list of vendor's founders with their background [owner(s), partners or stockholders and the like]. The names of officers of the organization and their backgrounds. Current number of professional employees (that is, engineers, computer specialists, library specialists, and the like).

.2 Project Structure - Functional Plan. An outline of the vendor's organization and the organization for this project as related to the "Parent" organization. Included here shall be the identity and background of vendor personnel who will contribute to this project. The vendor will also describe how it proposes to manage the project and work with personnel from the WCWLCC libraries.

.3 History. A brief history of the firm with emphasis placed upon its involvement with university libraries and networks. Emphasis should be directed toward the vendor's intent to stay in the library time-sharing computer market in the United States on a long-range basis.

2.18 Vendor Financial Capability

To evaluate the financial capability of prospective vendors, any or all of the following items shall be provided within five (5) working days from the date of receipt for a request for such information by the WCWLCC chairperson:

2.18 Vendor Financial Capability (continued)

.1 Name of investment banker(s) and/or other sources of financing.

.2 Bank references.

.3 Dun & Bradstreet Report, if available.

.4 Last Annual Report.

.5 Statement of Income and Retained Earnings for the last two years as applicable.

.6 Statement of Changes in Financial Position for the last two years as applicable.

.7 Balance Sheet for the last two years as applicable.

.8 Opinions concerning financial statements from a Certified Public Accountant for the last two years as applicable.

.9 Latest interim balance sheet and income statement.

.10 The following index of financial status shall be calculated and provided by all vendors:

Liquidity Ratio, where

$$\text{Liquidity Ratio} = \frac{\text{Current Assets}}{\text{Current Liabilities}}$$

2.19 Site Requirements

.1 The vendor must submit a detailed list of site requirements for each library as a part of the proposal. A detailed list of electrical, physical and air conditioning requirements must be included. Each library's responsibility for any or all of these facilities must be clearly indicated. Any special restriction such as humidity, size, weight, grounding, carpeting, etc., must be included as a part of the proposal. Any other special conditions that would affect system reliability must also be noted.

2.19 Site Requirements (continued)

.2 Costs associated with site modifications required to make the system operational, as described under acceptance tests, and not specified in the vendor's proposal will be made at the expense of the vendor.

.3 Costs associated with meeting the vendor's site requirements will be considered in evaluating the total cost of the proposal.

.4 Within twenty (20) days following the signing of a letter of intent, the vendor will provide a floor plan for each library drawn to scale, showing the placement of the proposed equipment.

.5 The vendor is required to advise each library, in writing, as to the adequacy of their planned layout and preparation thirty (30) days prior to scheduled delivery of any equipment.

.6 The vendor should be aware that the central site hardware will eventually be installed in the new (scheduled for completion in August, 1981) University of Wisconsin-Stout Library Learning Center. It will be these costs that will be used in evaluating vendor proposals. In addition, the vendor may be asked to develop site specifications and plans for temporary installation of central site hardware in the existing UW-Stout Library.

2.20 Insurance

.1 Liability, Hold Harmless, and Indemnification: The State of Wisconsin is self-insured under Section 895.46(1) of the State Statutes. As a result, such protection is applicable only to officers, employees and agents (where prior written agreements exist) while acting within their scope of employment. There is no statutory authority to issue a Hold Harmless or Indemnification Clause. As a result, any bid shall take these conditions into consideration.

2.20 Insurance (continued)

.2 Property: The State of Wisconsin also requires each WCWLCC institution to insure property for which it is responsible according to provisions stated in Chapter 605 of the Statutes. Such non-owned property will only be covered against the hazards of loss or damage to the equipment caused by fire, lightening, sprinkler leakage, tornado and windstorm, water damage, explosion, smoke and smudge, aircraft or motor vehicle damage, earthquake, collapse of buildings or structure, strikes, riots and civil commotion, sabotage, vandalism and malicious mischief, and burglary. Each institution's coverage will be effective on delivery of equipment.

.3 Worker's Compensation, Public Liability and Property Damage: The successful vendor shall maintain, during the delivery and installation of equipment resulting from this inquiry, Worker's Compensation as required by State Statute for all employees engaged in the work, and also Public Liability and Property Damage insurance against claim(s) which might occur in carrying out the resulting contract. Minimum liability for bodily injury shall be in the amounts of $100,000.00 per person and $250,000.00 per occurrence, and property in the amount of $100,000.00. A Certificate of Insurance indicating this coverage, and signed by a Wisconsin Resident Agent, must be furnished to the WCWLCC chairperson before issuance of a purchase order.

2.21 Restricted Use of Hardware and Software

WCWLCC seeks an agreement in which the use of hardware and software is unrestricted as to the number of hours, use by other agencies, and selling of computer services. However, WCWLCC shall refrain from the release

2.21 Restricted Use of Hardware and Software (continued)

of the manufacturer's propriety information including software. If the vendor seeks any other restrictions, he must state them in writing.

2.22 Propriety Information

Any restrictions on the use of data contained within a proposal must be clearly stated in the proposal itself. Propriety information submitted in response to this request will be handled in accordance with applicable State of Wisconsin Procurement Regulations. Innovations developed as a result of these contractual services may not be copyrighted or patented. All data, documentation and innovations become the property of the University of Wisconsin System.

2.23 Patent, Copyright and License Protection

Requires the vendor, at its own expense, to defend any suit which may be brought against the library to the extent that it is based on a claim that the system and its components infringes patents, copyrights, licenses or trade secrets, and in any such suits, the vendor will pay those costs and damages finally awarded against the library.

2.24 Vendor Contracts

The vendors are required to submit with their proposal a copy of all the contracts of agreement involving the proposed system which must be approved by the University of Wisconsin System and WCWLCC. It is required that the final accepted copy be signed by all parties at the University of Wisconsin System, Central Purchasing Office, at 1930 Monroe Street, Madison, WI. Any contracts or agreements resulting from this RFP

2.24 Vendor Contracts (continued)

will be based only upon all the terms and conditions listed in the proposal unless the vendor clearly states exceptions at the time he submits his proposal. No other contract form will be considered by the WCWLCC unless it is submitted with the bid proposal with any additions, changes and contradictions to the terms and conditions of this RFP clearly spelled out. In the absences of any such reference to exceptions by the vendor, it will be assumed that the proposal submitted is in strict compliance with all parts of the RFP.

2.25 Costs of Preparing Proposal

All costs related to the preparation of the proposal will be the responsibility of the vendors.

2.26 Length and Content of Contract

The length of the contract should be clearly stated. The effect changes to hardware and software would have on the contract should also be stated.

2.27 Non-Discrimination

In connection with the performance of work relating to this contract, the contractor agrees not to discriminate against any employee or applicant for employment because of race, religion, color, sex or national origin. The aforesaid provision shall include, but not be limited to the following: employment, upgrading, demotion, or transfer; recruitment advertising; layoff or termination; rates of pay or other forms of compensation; and selection for training, including apprenticeship. The contractor agrees to post in conspicuous places, available for employees and applicants for employment, notices to be provided by the contracting officer

2.27 Non-Discrimination (continued)

setting forth the provision of the non-discrimination clause. (Section 16.765(2) Wisconsin Statutes)

2.28 Site Visit

The vendors are encouraged to make a visit to each site to determine that all costs of delivery and installation are included in their proposals and that proper dock and other facilities exist for proper delivery and installation of the equipment.

2.29 Manpower Support Requirements (Library and Central Site)

.1 In order to estimate the manpower needed to support the system, the vendor should provide timing and manpower estimates for the activities listed in Appendix E Manpower Support Requirements. This will allow each library and central site to estimate their staffing and scheduling requirements. Appendix H also contains a table identifying the hours the various WCWLCC libraries are open.

2.30 Evaluation Procedures

.1 All proposals submitted as a result of this request for proposal will be evaluated by a WCWLCC evaluation team.

.2 The proposed systems will be evaluated in nine major areas as described in Appendix G Proposal Evaluation Instrument.

.3 Upon completion of the initial proposal review, the evaluation team will select those proposals which have been deemed most responsive to the needs expressed in the RFP.

.4 Each vendor selected will be invited to make a formal presentation to the WCWLCC evaluation team.

2.30 Evaluation Procedures (continued)

.5 The evaluation team will make a final selection and the WCWLCC chairperson will sign a letter of intent with the vendor selected.

.6 The selected vendor will be required to successfully perform the benchmark test described later in this section.

.7 Final selection will be based upon the acceptance test described later in this section.

2.31 Oral Presentations and Demonstrations

.1 After receipt of the proposals, the WCWLCC evaluation team will select those proposals which have been determined to be the most responsive to the needs expressed. Each of the vendors selected will be assigned a mutually agreed upon day to make a formal presentation of the proposal(s), perform demonstrations and respond to questions. This presentation will be attended by members of the evaluation team.

.2 The vendor should be aware that WCWLCC may employ legal or other counsel at this meeting and all subsequent post proposal meetings. WCWLCC may also choose to make a permanent recording of the proceedings.

.3 In addition to the formal presentation to the evaluation team, the vendor is encouraged to:

(1) Demonstrate the system to interested WCWLCC library staff and selected students.

(2) Provide an opportunity for staff and students to use the system as it will be used in the normal library environment.

2.32 Visits to Other Vendor Sites

.1 The vendor shall provide WCWLCC with a list of all users of systems similar to that proposed. This list should include the name, address and telephone number of a contact person at each location.

.2 WCWLCC may visit one or more sites where a turnkey system similar to that proposed for WCWLCC is installed and serving needs similar to those of WCWLCC. The vendor will not be present during any of the site visits.

.3 During the site visit, the overall performance of the equipment and the degree of user satisfaction will be evaluated and subsequently used as a criteria in the evaluation process.

2.33 Benchmark Tests

.1 Benchmark tests will be used to verify all vendor claims.

.1 All tests must be run using the same equipment configuration as described in the vendor's proposal.

.2 Benchmark tests should be made with a copy of an existing user library's production file at the vendor site (or the vendor may provide a user site as a test site).

.3 Tests must be conducted using patron and bibliographic data bases equivalent or larger in size and record content to the requirements described for 1987 in the RFP (see Appendix C).

.4 All costs associated with benchmarking are the responsibility of the vendor. The results of the benchmark tests will become the property of WCWLCC.

.2 A functional benchmark test will be used to verify that the vendor's software performs those functions the vendor agreed to provide in response to the RFP. Each function or procedure listed in the RFP

2.33 Benchmark Tests (continued)

.2 (continued)

will be, at the option of WCWLCC, separately used and reviewed to insure that each function is provided and is properly and accurately executed by the computer system.

.3 A full load response time benchmark test will be used to verify that the vendor's system is capable of processing the transactions and meeting the peak response time requirements as described in the Transaction Load and Response Time Mix Table (see Appendix B).

.1 The vendor in coordination with the WCWLCC staff shall create the transaction environment described in the "Transaction Mix" (average and peak loads, etc.).

.2 There shall be sufficient terminals, light pens, books, etc., to generate the peak transaction profile described in the Transaction Load and Response Time Mix Table Attachment B.

.3 WCWLCC (and perhaps vendor) staff shall perform the transactions to the level specified and provide the timing measurements, etc.

.4 While the full load response time benchmark test is in progress, the system shall simultaneously prepare and print overdue notices, patron notices or management reports.

.5 Failure to meet the performance requirements set forth in this section may, at WCWLCC's discretion, allow the benchmark test to be cancelled, the letter of intent to be declared null and void.

.1 The WCWLCC chairperson has the option of allowing the vendor to make a second attempt at passing the benchmark test.

2.34 Acceptance Tests

The criteria for acceptance of the system are set forth in this section. The system shall not be modified solely to meet the system reliability test procedure. (See Appendix F.)

.1 Installation - The vendor will install all hardware and software including:

- Central System
  - Central Processor
  - Disks
  - Console
  - Tape Drives
  - Other Equipment as Necessary
- Terminals
  - Light Pens or Readers
  - CRTs
  - Other
- Communications (with Telephone Company)
  - Lines
  - Modems

.2 File Generation

.1 Patron Files: All patron files derived from each of the WCWLCC institutions will be loaded into the system, via tape, along with appropriate tables. This will test the conversion interface for these files.

.2 Bibliographic/Item Files: All available bibliographic files derived from WCWLCC OCLC archive tapes or local compatible files will be loaded into the sytem along with the appropriate tables for material types, loan periods, locations, etc. This

2.34 Acceptance Tests (continued)

.2 File Generation (continued)

.2 (continued)

will test the interface for these files. Since these files will require some time to create, the vendor may wish to create them prior to the delivery of the WCWLCC System. In this case, a separate test of the OCLC archive tape and/or terminal interface will be conducted.

.3 Functional Acceptance Test

.1 A functional acceptance test will be used to verify that the vendor's software performs those functions the vendor agreed to perform in the contract. This test will use the WCWLCC patron and bibliographic data bases created above.

.2 Each function or procedure listed in the contract between the vendor and WCWLCC will be separately used and reviewed to ensure that each function is provided and is properly and accurately executed by the computer system. System control software shall not be accepted by WCWLCC until all of the required functions perform in a satisfactory manner as documented in the functional performance acceptance test.

.3 The functional acceptance test will be conducted by WCWLCC staff in coordination with the vendor.

.4 A full load response time acceptance test will be used to verify that the vendor's system is capable of processng the transactions and meeting the peak response time requirements as described in the Transaction Load Response Time and Mix Table (see Appendix B).

.1 The vendor will be required to create a patron and bibliographic data base equivalent to or larger in size and record

2.34 Acceptance Tests (continued)

.4 (continued)

.1 (continued)

content to the requirements described for 1987 in Appendix C. These files will be destroyed when the test has been successfully completed.

.2 WCWLCC libraries in coordination with the vendor will create the transaction environment described in the Transaction Load, Response Time and Mix Table (average and peak loads, etc.).

.3 There shall be sufficient hardware, e.g. terminals, light pens, etc., to generate the peak transaction profile described in Appendix B. If insufficient hardware has been purchased or delivered, the vendor shall supply the additional hardware required to complete the test.

.4 While this test is in progress, the system shall simultaneously prepare and print overdue notices, patron notices or management reports.

.1 The system performance must automatically be recorded by the system in terms of transactions per hour as follows: a count of the number of transactions by type (charge, discharge, search, etc.) must be generated, recorded, and printed by the system. The count should begin on a user start command and end (by printing a transaction report) on a user end command. Usually the count will begin on command as the system is brought up in the morning and terminated when the system is shut down. During the acceptance test, the start/stop commands will also be

2.34 Acceptance Tests (continued)

.4 (continued)

.4 (continued)

.1 (continued)

given during peak periods. The average number of transactions per hour (by type) shall also be generated by dividing the number of transactions of each type by the recorded time (stop time minus the start time, in hours).

.2 If the reported time period is longer than one hour, the report should include the number of transactions by type for each intermediate hour (first hour, second hours, etc.); this intermediate information should be saved by the system and printed when the final report is printed (at least once per day). The report showing the intermediate counts is desirable.

.3 These reports will be used along with observed and manually recorded response times to determine the overall system performance. During the acceptance test, the transaction (system performance) report will be generated.

.4 The full load response time acceptance test shall be successfully met when the average and peak load response time for each response time category is within the response time range as specified in the library's specifications (see Appendix B).

.5 System Reliability Acceptance Test

.1 The reliability acceptance test period shall begin when the vendor gives the library written notice that the system is installed and fully operational. Fully operational means that

2.34 Acceptance Tests (continued)

.5 System Reliability Acceptance Test

.1 (continued)

the files described in 2.34.2 above have been loaded into the system and that the functional and full load response time acceptance tests have been successfully completed.

.2 The system is to be run in a normal operation environment for a period of sixty (60) consecutive library work days, not calendar days, with a performance of less than two (2) percent downtime (measured as a percentage of the scheduled hours of availability). The vendor shall have 180 days to meet this requirement. A detailed description of the system reliability test procedure is contained in Appendix F.

.6 Failure to meet the performance requirements set forth under acceptance test: (1) hardware and software installation; (2) file generation; (3) functional acceptance test; (4) full load response time; and (5) system reliability tests, may, at WCWLCC's discretion, allow the acceptance test to be cancelled, declare the contract null and void and request that the vendor remove all vendor and telephone hardware.

.1 WCWLCC is not liable for any vendor costs if the system is rejected. All costs including telephone company charges are the responsibility of the vendor, and not WCWLCC.

.2 All data generated to this point by the WCWLCC libraries is the property of WCWLCC.

.3 All monies paid into the escrow account will be returned to WCWLCC persuant to the escrow agreement.

2.34 Acceptance Tests (continued)

.6 (continued)

.4. If the system is accepted, WCWLCC will pay only the last sixty (60) days of the telephone expenses plus the initial installation charges; any remaining telephone charges due to acceptance test restarts are the responsibility of the vendor.

SECTION 3

OPERATING ENVIRONMENT

3.1 Introduction

The specifications are designed to provide WCWLCC with a "turnkey" system encompassing hardware and software. Only new hardware devices and features that are supported by vendor maintained software may be used to respond to the specifications. No software may be included unless all the hardware necessary for its proper operation is also included in the proposed configuration.

3.2 Proposed Data Base Size

Information contained in Appendix C provides basic data regarding the present and potential size of the bibliographic and patron data bases for the next eight (8) years. An exact estimate of expansion cannot be determined but growth and expansion can almost be assured. The vendor must detail how the proposed system will meet the demand and provide an upward path of capability to meet the growth anticipated.

3.3 Interactive Computing Workload

.1 Information contained in Appendix A provides basic data regarding the number of terminals to be connected to the system initially and the number projected for installation by 1987. Information contained in Appendix B describes the transaction load that the system must support. The transaction load should be considered as the minimum growth, particularly in the area of public on-line access to the system, because of the general tendency of users to demand more as they begin to use the capabilities of the system.

.2 The vendor should assume that all terminals may be accessing the system at the same time. Each terminal user may be executing different tasks and accessing different files or the same files. The

3.3 Interactive Computing Workload (continued)

.2 (continued)

average and peak response time for concurrent users must not be greater than that stated in the Transaction Load and Response Time Mix Table (see Appendix B).

.3 The dial-up capability must conform to the EIA RS 232C interface specifications and be compatible with Bell System modem standards.

.4 The following information must be provided by the vendor:

.1 Describe in detail how the vendor's configuration will meet the requirements for the interactive workload.

.2 Indicate the number of concurrent interactive users that can access the system at one time.

.3 Indicate the resource requirements needed to service each user.

.4 Describe the expansion capabilities and costs of the proposed configuration to expand the number of interactive users. Indicate the expansion increments, costs and capacity of each increment.

.5 Provide a profile of system degradation as the number of users and number of transactions per hour increases and reaches the maximum allowed by the system resources. This profile should show resource allocation and response times based on system loading as described in the Transaction Load and Response Time Mix Table (see Appendix B).

.6 Describe the system priority dispatching algorithm and the dispatching relationship between report generation, on-line searching technical service functions and circulation transactions or other functions erformed by the system. The impact of on-line searching on circulation response time and vice versa should be defined in quantitative terms.

3.3 Interactive Computing Workload (continued)

.7 Identify phone line grades and equipment necessary for accessing the system from:

.1 Other buildings on campus, and

.2 Other university libraries.

3.4 Hardware

.1 Central Processor

.1 The proposed configuration must provide, at installation, sufficient memory necessary to operate the proposed software at 1987 peak loads described in the Transaction Load, Response Time and Mix Table (see Appendix B). The memory must be capable of expansion in an incremental fashion.

.2 Location: University of Wisconsin-Stout Library computer room.

.3 The vendor must respond to the following questions:

.1 Terminal line and modem speeds.

.2 Provisions for dealing with power failure or power fluctuations.

.3 Indicate the type, size and speed of main memory.

.4 Describe the cost and increments of expansion available for the system proposed.

.5 Specify the maximum size of memory and cost for the configuration proposed.

.6 Describe the capability for upward growth, within the vendor's product line, to a large system using the same system software and user programs.

.7 Describe any additional CPU features pertinent to the efficient operation of the whole system.

3.4 Hardware (continued)

.1 Central Processor (continued)

.3 (continued)

.8 Describe any increase in response time that may occur as terminals are added.

.9 Show a response time curve for the number of transactions per hour versus the response time.

.10 Describe the operational backup and the normal and emergency recovery procedures for the system including the backup and recovery timing as follows:

Time in Minutes

	Backup	Recovery
per 10,000 titles		
per 10,000 items		
per 10,000 patrons		
per 10,000 outstanding (active) circulation transactions		
other recovery tasks (describe)		

.11 Describe the automated and manual downtime procedures used in the event of system downtime or power failure, including any special hardware and software to perform the backup procedures. Indicate the manual and automated activities which must be performed, the average and maximum timing of these activities, and the cost and limitations of any special hardware.

3.4 Hardware (continued)

.2 Mass Storage

.1 The vendor must propose a sufficient amount of on-line mass storage to meet WCWLCC needs to 1987. The vendor is referred to Appendices C and B which describe the data base sizes and transaction loads respectively. The disk configuration should have at least one drive with a removable pack. The configuration must be expandable. The expansion must be accomplished with a minimum of disruption to the on-going operations of the system.

.2 Location: University of Wisconsin-Stout Library computer room.

.3 .1 The vendor shall describe the number of disk accesses (average and maximum) to search and display a patron record, item record, fine record, and other records as a function of the size of the particular file - describe the file, size thresholds and disk accesses for each threshold.

.2 Describe the minimum, maximum, and average access time including seek and rotational delay for the disk drives proposed.

.3 Describe the disk channel and controller limitations and overlap for the configuration proposed.

.4 Specify the data transfer rate in bytes per second for the drives.

.5 Indicate the number, type(s) and cost of additional drives that can be added to the system. Specify the number of additional units that can be added without an additional disk controller.

3.4 Hardware (continued)

.2 Mass Storage (continued)

.3 (continued)

.6 Describe any degradation of response results from increases in file size or transaction load.

.3 Magnetic Tape Drives

.1 The vendor must provide at least one (1) industry compatible magnetic tape drive and supporting tape controller. The units must use one-half inch magnetic tape and be capable of writing and reading 800 BPI and 1600 BPI nine track phase-encoded/NAZ tapes. The tape drive will be used for loading bibliographic data from OCLC archive tapes and patron data from the WCWLCC computers listed in Appendix D. It will also be used for dumping large reports for printing at the WCWLCC computers listed in Appendix D or at a COM service bureau.

.2 Location: University of Wisconsin-Stout Library computer room.

.3 The vendor should address the following specific points:

.1 Specify the tape speed (IPS) and the transfer rates (bytes per second) of the drives proposed.

.2 Indicate the character sets used (EBCDIC, ASCII, etc.).

.3 Indicate the number and type(s) of additional drives that can be attached to the system without an additional tape controller.

.4 System Printer

.1 The vendor must provide at least one (1) system printer. The system printer will be used to print notices, management information and reports. The printer must:

.1 Have a minimum of 150 line per minute throughput.

3.4 Hardware (continued)

.4 System Printer (continued)

.1 (continued)

.2 Have good print legibility.

.3 Have 128 character ASCII upper and lower character set.

.4 Have ability to accommodate multi-part (from 1-6) forms.

.5 Have 132 column printing.

.6 Have ability to handle variable width forms.

.7 Have quiet operation.

.8 Provide form feed and horizontal tabbing.

.2 Location: University of Wisconsin-Stout Library computer room.

.3 The vendor must provide the following information:

.1 Specify speed of the printer in lines per minute.

.2 Indicate the type of printing element used (belt, drum, etc.).

.3 Indicate the number of printing characters supplied and any alternate character sets available.

.4 Describe the forms and vertical control system.

.5 Describe paper widths handled.

.6 Describe printer options available.

.5 Operator Console

.1 The vendor must supply at least one (1) operator console. It will be used for initiating the system, execute running batch jobs, backup, etc. This console can be a hard copy/keyboard OR CRT device.

.2 Location: University of Wisconsin-Stout Library computer room.

.3 The vendor must provide the following information:

.1 Describe the device supplied.

3.4 Hardware (continued)

.5 Operator Console (continued)

.3 The vendor must provide the following information: (continued)

.2 Describe how operator console functions may be carried out at remote sites.

.6 Circulation Terminals

.1 The vendor must supply the number of circulation terminals listed for 1980 in Appendix A. These will be all function terminals (charge, discharge, query, data entry) with attached scanner or reader. Terminals should be RS 232 cable compatible so they can drive mini or other printers.

.2 Location:

UW-Eau Claire McIntyre Library Circulation Desk

UW-La Crosse Murphy Library Circulation Desk (two)

UW-River Falls Davee Library Circulation Desk

UW-Stout Library Circulation Desk

UW-Stout Rental Resource Service Circulation Desk (approximately 1,500 feet from the CPU)

.3 The vendor must provide the following information:

.1 The device supplied and/or the options available.

.2 How this device could be used in a self-charging mode by patrons.

.7 Circulation Mini Printer

.1 The vendor must supply the number of circulation mini-printers listed for 1980 in Appendix A. They will be attached to the circulation terminals and used for printing of date due slips, fine receipts, hold slips, search requests and/or routing slips

3.4 Hardware (continued)

.7 Circulation Mini Printer (continued)

.1 (continued)

at the circulation station. Printers must be RS 232 cable compatible.

.2 Location:

UW-River Falls Davee Library Circulation Desk

UW-Stout Library Circulation Desk.

.3 The vendor must provide the following information:

.1 The device supplied and/or options available.

.2 How this device could be used in a self-charging mode by patrons.

.8 Technical Services Terminals

.1 The vendor must supply the number of technical services terminals listed for 1980 in Appendix A. These will be all function terminals (used for query, data entry, charge, discharge) with attached scanners. Primary use will be in inquiry, data base management, and following the progress of materials through technical services. Terminals should be RS 232 cable compatible.

.2 Location:

UW-Eau Claire McIntyre Library Circulation Desk

UW-La Crosse Murphy Library Technical Services Area

UW-Stout Library Technical Services Area

.3 The vendor must provide the following information:

.1 Describe the device supplied and/or the options available.

3.4 Hardware (continued)

.9 Technical Services Printer

.1 The vendor must supply the number of technical services printers listed for 1980 in Appendix A. Printers will be attached to the technical services terminals. The printer must:

.1 Have a minimum of 120CPS throughput.

.2 Have good print legibility.

.3 Have 128 character ASCII/EBCIDIC upper and lower character set.

.4 Have ability to accommodate multi-part (1 to 6) forms.

.5 Have 132 column printing.

.6 Handle variable width forms.

.7 Have quiet operation.

.8 Provide form feed and horizontal tabbing.

.9 Be RS 232 cable compatible.

.2 Location:

UW-La Crosse Library Technical Services Area.

UW-Stout Library Technical Services Area

UW-Stout Rental Resource Service Technical Services Area.

.3 The vendor must provide the following information:

.1 Describe the device supplied and/or the options available.

.10 Public Catalog Terminals

.1 The vendor must supply the number of public catalog terminals listed for 1980 in Appendix A. These terminals will be used by patrons and reference staff to access the bibliographic/item and patron data bases. Terminals should be RS 232 cable compatible.

3.4 Hardware (continued)

.10 Public Catalog Terminals (continued)

.2 Location:

UW-Eau Claire McIntyre Library Reference Area

UW-La Crosse Murphy Library Public Catalog Area

UW-Stout Library Public Catalog Area.

.3 The vendor must provide the following information:

.1 The device supplied and/or options available.

.2 How this device could be utilized by the physically handicapped patron.

.3 The type of environment which will best facilitate the use of public terminals, i.e., anti-static carpets, types of tables required, stand-up vs. sit-down terminals, locations, etc.

.4 Any problems likely to be encountered by distributing public catalog terminals throughout the library.

.5 The advantages and disadvantages of chaining terminals. Impact of this procedure on response time.

.11 Public Catalog Printer

.1 The vendor must supply the number of public catalog printers listed for 1980 in Appendix A. Printers will be attached to the public catalog terminals. The printer must:

.1 Have a minimum of 120CPS throughput.

.2 Have good print legibility.

.3 Have 128 character ACSII upper and lower character set.

3.4 Hardware (continued)

.11 Public Catalog Printer (continued)

.1 (continued)

.4 Operate quietly.

.5 Be RS 232 cable compatible.

.2 Location: UW-Stout Library Public catalog area.

.3 The vendor must supply the following information:

.1 Describe the device supplied and/or the options available.

.2 What system limitations can be applied to the number of records printed at a public catalog printer.

.12 Portable Data Collection Terminal

.1 The vendor must supply the number of portable data collection terminals listed in Appendix A. This unit should be battery operated. It will be used for storage of item and patron data captured when the CPU is not operating or during inventory.

.2 Location: Unit will be used throughout the library.

.3 The vendor must provide the following information:

.1 Describe the device supplied and/or the options available.

.2 Describe recording and reload speeds.

.13 Miscellaneous Equipment

The vendor shall list all equipment necessary for the efficient operation of the system. Examples might be but are not limited to disk storage facilities, tape storage facilities, tape or disk trucks, etc.

.14 Communications Interface

.1 The communications interface must provide the equipment necessary to handle the transaction load described in Appendix B and the terminal load described in Appendix A.

3.4 Hardware (continued)

.14 Communications Interface (continued)

.2 The vendor must provide the following information:

.1 Specify the number of lines provided and expansion capabilities.

.2 Describe how the vendor's proposal will meet the WCWLCC need outlines in this RFP.

.3 Indicate the type and quantity of synchronous and asynchronous lines provided.

.4 Indicate if the lines will operate in either full or half duplex mode.

.5 Indicate if line speeds are program or switch selectable and the range of speeds available.

.6 Indicate if the lines conform to the EIA RS 232C interface specifications and are compatible with AT & T Bell System 103, 113 and 202 series modems or their equivalents.

.7 Specify the maximum aggregate throughput rate, in characters per second, for the communications interface. Indicate if this figure includes both asynchronous and synchronous lines.

.8 Describe additional features provided by the communications interface.

.15 Physical Dimensions

Please state physical dimensions, width, height, length and weight for each piece of equipment. Indicate which pieces of equipment are combined to form one unit. Specify additional floor space or other service area required for each unit. Specify maximum distance

3.4 Hardware (continued)

.15 Physical Dimensions (continued)

between each unit. These requirements apply to the central site area for each terminal site.

3.5 Software

.1 Operating System

.1 The operating system must provide for a minimum of operator intervention during the normal processing of jobs while allowing for operator overrides of priorities and other system functions. The operator must be able to send and receive messages, in English, from all users operating in the interactive mode.

.2 The operating system must have an accounting system that provides the following information:

.1 CPU use per library account.

.2 Connect time per library account.

.3 Disk use per library account.

.4 Tape use per library account.

.5 Printer use per library account.

.6 Disk allocation per library account.

.7 Terminal use by function and library account.

.3 The accounting system must provide a detail log, containing the above information, that can be printed on demand. The system should also provide a summary report that can be printed as required.

3.5 Software (continued)

.1 Operating System (continued)

.4 Describe in detail:

.1 How the operating system will support the features outlined above.

.2 The capability of the system for accounting for individual system resource use for "tuning" job mix and loading, and for maximum throughput.

.3 The amount of system resource used by the operating system.

.4 How the operating system will support the workload outlined.

.5 The priorities setting scheme.

.6 The multitasking scheme.

.7 Any additional features provided by the vendor's operating system.

.2 Programming Languages

.1 The vendor should indicate the programming languages used in writing the programs and any other languages that can be used in the system. The vendor should indicate the status of conformity to ANSI standards for these languages. Since a number of these standards are in the proposed stage, the vendor should indicate what intent exists to conform to the proposed standards. If no conformity or intent to conform exists, the vendor must so state and indicate reasons for these decisions.

.2 The vendor should describe:

.1 The policy toward making the operating system documentation available.

3.5 Software (continued)

.2 Programming Languages (continued)

.2 (continued)

.2 The policy toward allowing local programmers to write and mount local applications programs on the system.

.3 Other Software

The vendor must indicate what software, in addition to that specified in the RFP, is available for the proposed system that will aid in meeting the general needs of WCWLCC.

.1 The vendor should list and describe all software packages (including utilities) available for the system.

.2 Specify all costs associated with the acquisition of the software.

.3 Indicate the resource support required for each package.

.4 If software exchange is available through a users group or other means, the vendor should indicate the current offerings available and any costs required to obtain the programs.

.4 User Groups

The vendor should indicate what user group(s) are available and the cost of membership. A brief description of the activites and services provided by the user group(s) should also be included.

3.6 Vendor Support

.1 Hardware and Software Support

Since WCWLCC libraries are <u>not</u> located in or immediately adjacent to a large urban area, the quality and timeliness of hardware and software maintenance is a critical factor. The vendor must give specific answers to the following points:

3.6 Vendor Support (continued)

.1 Hardware and Software Support (continued)

.1 Location and number of personnel available for hardware support.

.2 Location of nearest service point to each library.

.3 Location of spare parts inventory for the configuration proposed for WCWLCC.

.4 Time and frequency of machine non-availability for the purpose of preventive maintenance.

.5 Specify all maintenance coverage options and associated costs.

.6 Service contract arrangements available including costs to WCWLCC and each library.

.7 Maximum response time for trouble call must not exceed 24 hours (time call placed to time service personnel arrive on site). State cost for each item. In addition, you may specify other solutions (extra equipment, etc.).

.8 Hours available for service calls (hours, days per week) company and national holidays observed, etc. The system is operational seven (7) days per week 363 days per year and requires that service be available during these times.

.9 Describe the functions and hardware capable of being tested and repaired by phone or on-line. Describe hardware and software tests and diagnostics and the type of fixes which may be achieved by phone (working with WCWLCC staff) and by a terminal (connected on-line to the CPU).

.10 Equipment returned to depot for service and any costs to the University must be identified.

3.6 Vendor Support (continued)

.1 Hardware and Software Support (continued)

.11 Method of notifying vendor if a problem exists.

.12 Responsibilities of WCWLCC staff in the event of hardware or software failure.

.13 Special space or other facilities that must be provided for maintenance personnel at each WCWLCC library.

.14 If WCWLCC is allowed to modify software, explain your policy on software support, responsibility and liability to WCWLCC.

.15 Specify the party, vendor or WCWLCC, responsible for determination of the need for replacement of any equipment.

.16 The vendor shall describe the preventive maintenance program in operation and provide that level of support by contractual commitment.

.2 Systems Enhancements - Software and Hardware

One of the reasons for purchasing a turnkey system is to take advantage of technical and software advances being made in the area of library automation. The vendor must give specific answers to the following points:

.1 Estimated number and kind of enhancements over a five year period and approximate frequency of occurrence and policy toward informing the library of ongoing system software and hardware enhancements as they are developed.

.2 Who will install or apply the enhancements? If WCWLCC, explain the procedure to be used.

.3 What will the impact of loading enhancements have on system availability?

.4 Training required by WCWLCC personnel. How the training is supplied and in what form?

3.6 Vendor Support (continued)

.2 Systems Enhancements - Software and Hardware (continued)

.5 Policy toward soliciting library input when critical system changes are being contemplated.

.6 Any costs associated with system enhancements.

.7 Who, vendor or WCWLCC, will determine if an enhancement should be made?

.3 Backup Support

.1 Explain how WCWLCC and individual libraries will provide service if the hardware or software is inoperable for periods less than 24 hours.

.2 Explain how WCWLCC and individual libraries will provide service if the hardware or software is completely inoperable in excess of 24 hours.

.3 Explain procedures to be followed if normal maintenance service cannot solve a problem.

.4 The vendor must provide system design, which allows for quick and efficient input of data into the system when it again becomes operable. Describe how this will be accomplished.

.4 Educational Support

.1 Training in the proper use and efficient operation of the system is an area of vital concern to WCWLCC. Personnel costs are a large part of our budget and we are interested in maximizing all personnel effort.

.1 The vendor must indicate the existing availability and capacity for formal and informal instruction.

.2 The vendor should indicate which instruction is provided on-site and which is provided at off-site locations.

3.6 Vendor Support (continued)

.4 Educational Support (continued)

.1 (continued)

.3 The vendor should indicate any WCWLCC or local library costs associated with education support.

.2 Personnel to be Trained

.1 Administrative Staff - should be presented with capabilities of system - an overview and description of the system.

.2 Supervisory personnel directly in charge of the equipment and key staff shall be trained in sufficient detail to permit the supervisor and/or key staff members to:

.1 Readily perform all supervisory override and operator functions unassisted;

.2 Know common causes for equipment lock-up or jam and the remedial action for each;

.3 Identify and satisfy all points of preventive maintenance on the hardware, where applicable;

.4 Instruct student assistants in the effective use of the equipment;

.5 Be informed of all additional information felt necessary by vendor relating to the system and its procedure to insure a successful operation.

User documentation for operation of the circulation system shall be made available prior to training sessions.

.3 Operator training for student assistants and clerks who will be responsible for operating the system shall be of

3.6 Vendor Support (continued)

.4 Educational Support (continued)

.2 Personnel to be Trained (continued)

.3 (continued)

sufficient depth and duration to instill correct operating procedures and correction techniques. In addition, vendor shall provide one training session for student assistants and clerks after the date of acceptance of the system by WCWLCC at a mutually agreed upon time and place.

User documentation for operation of the circulation system shall be made available prior to the training sessions.

.4 Ease of use by patrons is an important consideration in selecting the system. The vendor shall supply the following training aids for patrons.

.1 Adequate on-line tutorials to teach patrons how to use portions of the system accessible to the patron.

.2 Adequate on-line tutorials to allow untrained patrons and staff to operate the system.

.3 Publicity and training aids to be used in familiarizing patrons with the new system.

.5 Vendor shall provide training to designated representatives of the WCWLCC university data processing staffs to ensure system comprehension.

.6 Follow-up training and training aids required due to modifications by vendor to the system shall be furnished at the expense of the vendor.

3.6 Vendor Support (continued)

.4 Educational Support (continued)

.2 Personnel to be Trained (continued)

.7 Documentation Support - Complete details on vendor documentation should be included. Any costs connected with this service should be outlined by the vendor.

3.7 Supplies

The vendor shall list all supplies necessary for the operation of the system, giving order lead time, recommended stock level and costs of acquisition if not part of the "package". Such supplies include, but are not limited to: borrowers cards, labels, special forms, paper, ribbons, tape, disk packs, etc. The vendor should specifically address the following needs.

.1 Borrowers Card

State type of card required, to include length, width, thickness, type of material, and any other relevant information. Specify if the card must be purchased with the system or if WCWLCC libraries may develop their own card. If a specialized card is needed, state cost per card, name and location of card manufacturer, and delivery time after receipt of purchase order.

.2 Labels

The vendor should describe how item and patron labels are generated, the options available for formats, sequences, codes or other identification which distinguishes materials from different libraries, the procedures for obtaining labels, and the standard method of entering the label into the circulation files. Define the characteristics of

3.7 Supplies (continued)

.2 Labels (continued)

the labels with respect to scratching, fading, smearing, adhesion, and cleaning. Define any standards used to measure these properties and include a copy of any standards with the proposal. If specialized labels are required, state cost per label, name and location of label manufacturer, delivery time after receipt of purchase order.

WCWLCC libraries expect to create their machine readable bibliographic data base from OCLC archive tapes. At least one library expects the vendor to automatically assign a unique number for each bibliographic record, create a tape in call number order which will be used to produce item labels.

.3 Special Forms

State types of special forms, required or optional, and size of forms acceptable to system. Specify if the forms must be purchased with the system or if WCWLCC libraries may develop their own forms. If specialized forms are required, state cost per form, name and location of form manufacturer, and delivery time after receipt of purchase order.

3.8 Connections with Other Campus Systems

.1 There are a number of stand alone computing systems already in existence on each of the WCWLCC campuses and the University of Wisconsin-Madison campus. The main frame and tape drive for each system is listed in Appendix D. It is mandatory that the proposed system be able to provide at least tape interface with each system described.

3.8 Connections with Other Campus Systems (continued)

.2 In addition, at least one other commercial turnkey circulation system is in existence in Wisconsin. It is important that the proposed system be able to communicate with the University of Wisconsin-Oshkosh CLSI system.

.3 Each of the universities wishes to explore the potential of providing access to the on-line catalog through terminals hardwired to a local computer system. Patrons would be allowed access from each of the hardwired terminals, although a limit to the number of non-library terminals using the system at any one time would be agreeable. The institution computer system and approximate number of terminals involved are listed below.

UW-Eau Claire	DPS 8/20	
UW-La Crosse	HP 2000/3000	35 Terminals
UW-River Falls	HP 3000	
UW-Stout	PDP 11/70	40 Terminals

.4 The vendor must provide the following information:

.1 Indicate the ability of the proposed system to communicate with the systems listed above.

.2 Specify the additional resources that would be required to connect these systems to the proposed configuration.

.3 Specify the costs involved in both.

3.9 Warranty

.1 Describe the warranty provided for the system. Ninety (90) days is the minimum acceptable.

.2 Specify any special requirements placed upon WCWLCC during the warranty period.

.3 Specify the date of commencement and expiration of the warranty.

SECTION 4

CIRCULATION/ON-LINE CATALOG SPECIFICATIONS

4.1 Function: Security Authorization

Purpose: To permit each library to establish several levels of authorization for staff members to access and change data in system files. A security authorization record is created for each staff member who is permitted access to confidential information and/or permitted to change records in specified files.

.1 System Capabilities:

.1 Allows the supervisor of the computer system in each library to add, change or delete authorization records.

.2 Allows the supervisor to control the functions permitted under each authorization number.

.3 Permits the supervisor to monitor the use of functions by each operator by retaining historical information on the individual password used with specific types of transactions (e.g. override commands).

.4 Allows the restriction of functions authorized to certain terminal locations.

.5 Passwords should not be displayed when input.

.6 Each security authorization contains:

.1 Staff member's name.

.2 Password for individual (for signing on to the system).

.3 Authorization level or class (functions authorized to staff member, e.g. override blocks, change amount of fine, update item record, alter hold queue.

4.2 Function: Patron Data Base

Purpose: To provide a machine readable record for each library patron (defined as an individual, institution, department or group) containing the information required to control and monitor the circulation of library materials.

.1 System Capabilities:

.1 Building the File

.1 Adds, updates and deletes records to the circulation system patron file by copying data from existing machine readable files maintained by the administrative computer center on each WCWLCC campus.

.1 Information regarding the tape interface required for each institution is provided in Appendix D.

.2 The vendor should describe in detail how these files will be created and maintained.

.2 Allows authorized library staff to add, update and delete information in the patron file in an on-line mode.

.3 Must be capable of distinguishing separate sets of files, for special borrowers, generated and maintained by each library.

.1 This is distinguished from normal (staff-student) patron base which is established by each university.

.4 Allows authorized staff to access patron records of each library based upon the policies of each library.

.5 Provides interface capability to permit the electronic transfer of patron information from computing centers on each campus to the system.

4.2 Function: Patron Data Base (continued)

.1 System Capabilities: (continued)

.6 Allows for the use of a unique identification number for each patron. The number may be pre-assigned (e.g. social security number) or a random number assigned by each library.

.7 Assures the confidentiality of patron records.

.1 Patron records are accessible only by authorized staff, or

.2 The patron may access his own records by wanding the bar code or OCR-A number on the ID card.

.8 Permits on-line query of patron registration records by patron ID number or patron name. Query results in CRT display of all information in the patron registration record.

.9 Permits patron ID number to be changed or invalidated without assigning a new ID number, e.g. if the social security number is used, an additional digit would be required to indicate which ID was valid.

.1 The patron record would be immediately updated so materials could not be charged against invalid ID's.

.10 If a patron ID number is changed, the system would maintain any necessary links between materials and fees chanrged against the old number.

.11 Permits the elimination of the link between a specific patron and a specific item upon discharge and removal of any privilege blocks or charges attached to the loan. Use of this option would make it impossible to identify which materials a particular patron has charged out over a given period of time.

4.2 Function: Patron Data Base (continued)

.1 System Capabilities: (continued)

.12 Allows for the retention of historical information for statistical purposes. Status of borrower, department affiliation, major, etc.

.1 Provides for system storage or dumping of this information onto tape at periodic intervals for later historical analysis.

.13 Provides for the retention of borrower identification for specified organizations, institutions, or groups that function as a patron.

.14 Allows for the association of specific borrowing privileges with a specific patron or class of patrons.

.15 Allows each library to print a notice(s) automatically or on demand indicating that the patron's privileges will expire and listing any blocks against the patron, charges or loans outstanding.

.2 Patron File

.1 Social security number or equivalent.

.2 Name

.3 Local address

.4 Local phone number

.5 Status

.1 Relationship to university

.2 Year in school

.3 Student major(s) or department(s) for faculty and staff

.4 Student minor(s) or department(s) for faculty and staff

.6 Home address

4.2 Function: Patron Data Base (continued)

.2 Patron File (continued)

.7 Home phone number

.8 Form of identification

.9 Date of application

.10 Expiration date for patron privileges

.11 Date of renewal for patron privileges

.12 Expiration date of renewal for patron privileges

.13 Authorized by

.14 Indication whether or not registration fees have been paid

.3 Information regarding the size and growth pattern of the patron data base is provided in Appendix C.

4.3 Function: Patron Inquiry

Purpose: Provides access to the patron data base, permits modification to the data base and the addition of new patrons.

.1 System Capabilities

.1 Provides the following search keys:

.1 Patron name.

.2 Patron ID number.

.3 Bar code or OCR-A number.

.2 The patron inquiry function can be controlled by a combination of passwords and terminal authorizations which will determine which displays and commands will be accepted.

.3 Allows patrons to request messages and information about items charged to them by wanding their own ID number.

.4 Allows each library to establish the data elements that will be displayed with each search key/authorization level combination.

4.4 Function: Patron Privilege Block

Purpose: To allow each library to restrict a patron's borrowing privileges due to misuse of library privileges.

.1 System Capabilities

.1 Allows privilege blocks to be set either automatically or by authorized library staff based on policies established by each library. A block will prohibit a patron from charging, renewing or placing holds unless the block is overridden or removed by an authorized staff member.

.1 Privileges may be blocked for, but are not limited to, the following conditions:

.1 No patron record exists.

.2 ID card has been reported missing.

.3 ID card has been reported stolen.

.4 Patron registration has expired.

.5 Limit on number of allowable items checked out exceeded.

.6 Limit on number of overdues exceeded.

.7 Limit on amount of unpaid charges exceeded.

.2 Allows authorized library staff to impose, reduce, suspend, cancel or override blocks. A history of these actions is maintained in each patron's account. Permits library supervisor to monitor such actions by library staff by retaining historical information on the individual password used with each transaction.

4.4 Function: Patron Privilege Block (continued)

.1 System Capabilities (continued)

.3 Maintains a complete audit trail for each condition leading to a privilege block. Allows staff initiated block(s) to be documented in the system. The State requires that records be retained for a period of five (5) years.

.4 Sets an information message at the terminal giving the reason(s) for the privilege block, conditions under which the block will be removed, and consequences if the patron does not meet these conditions.

.5 If the patron is not made aware of the privilege block through the information message, the system will produce a printed notification for the patron describing the privilege block, the reasons for the block, conditions under which the block will be removed, and the consequences if patron does not meet these conditions.

.6 Automatically removes blocks set by the system when the patron has satisfied the required conditions. Manually set blocks are deleted by authorized library staff.

4.5 Function: Patron Accounting

Purpose: To document each patron's current relationship with the library.

.1 System Capabilities

.1 Provides for the documentation of each patron's relationship to the library. Policies may vary with each library. Documentation may include but is not limited to:

.1 Privilege status: valid borrower, invalid borrower (privileges blocked), restricted borrower, unrecorded borrower, invalid ID number, inactive borrower, relationship to library.

.2 Special privileges: loan period which will override the library's standard loan period, e.g. handicapped user.

.3 Interactive messages, including standard-texts for frequently used messages and free-text messages added by staff; request for information (e.g. new address), notice of items overdue, or hold items available.

.4 Item on loan, items patron has reported lost or claims to have returned.

.5 Service fees assessed and paid.

.6 Fees assessed and paid (e.g. overdue fees, lost item fees, damaged item fees).

.7 Patron history notes: reason for invalidating old ID number, causes of privilege block.

.2 Automatically updates a patron's account for reasons defined by each library, e.g.

.1 Update message codes (item on hold is available; items overdue).

4.5 Function: Patron Accounting (continued)

.1 System Capabilities (continued)

.2 (continued)

.2 Calculate and record overdue fees, lost item fees.

.3 Blocks patron's privileges (amount of overdue fees and/or lost fees outstanding exceeds a library specified amount, number of items overdue exceeds a library specified limit).

.3 Allows authorized library staff, based on the policies of each library to:

.1 Change a patron's privilege status.

.2 Allow special privileges (special loan period for handicapped patron).

.3 Update message codes (address information).

.4 Impose, reduce, suspend, or cancel fees (overdue fee, lost item fee, service fees).

.5 Record history of library actions regarding patron's account (reason for invalidating old ID number, causes for privilege block, history and reason for reducing or cancelling fees).

.6 Permits each library to monitor these actions by library staff by retaining historical information on the individual password used with each transaction.

.4 Edits data that has been entered.

.5 Automatically clears privilege block when patron has eliminated the reasons for the block.

4.5 Function: Patron Accounting (continued)

.1 System Capabilities (continued)

.6 Immediately updates patron record; maintains information for each individual item with a fee, giving item information, amount of assessment, amount paid, and appropriate dates.

.7 Provides immediate access to all patron account information added to a record by any library in the system to all libraries sharing the common data base. This is based upon the policies of each library.

.8 Assures the confidentiality of patron records. Records are accessible for purposes of updating only by authorized library staff.

.9 Permits on-line query of patron account records by patron ID number or patron name. Query results in CRT display of all information in the patron account record.

.10 Processes the Patron Account File upon request or on a periodic basis to produce patron account statements for mailing to patrons. These statements will report the status of each patron's account with the library, for notification and verification. The patron account statement will report "comprehensively" on the patron's account, whereas overdue and other notices will report singularly on specific transactions.

.11 Provides monitoring of installment payment plans, e.g. reminders to make delinquent payments, automatic privilege blocking if payments are not made, etc.

.12 Permits library to monitor these actions by library staff by retaining historical information on the individual password used with each transaction.

4.6 Function: Charge/Renewal

Purpose: The process by which a valid patron record is attached to a particular item record for a specified period of time. Allows the patron (individual, organization, department or group) to borrow library material. Updates the patron record to show patron has item charged out. Updates item record to show item is in circulation. Establishes a schedule for overdue processing.

.1 System Capabilities

.1 Operation Related Capabilities

.1 Operating Hours - Allows on-line operation during all hours the library is open. Hours may vary with each library.

.2 Input - Allows input of patron and item identifiers through the utilization of:

.1 Bar code readers

.2 OCR-A readers

.3 Keyboard

.3 Date Due Slip - Provides for the printing of a date due slip for each item charged out. Due slip may contain but is not limited to: item identification (author, title, call number), due date/time. Text and format of slip may vary with each library.

.4 Record Creation

.1 Records the charge/renewal transaction.

.2 Schedules overdue processing.

.3 Updates statistical records.

.4 Updates item record.

.5 Updates patron record.

4.6 Function: Charge/Renewal (continued)

.1 System Capabilities (continued)

.1 Operation Related Capabilities (continued)

.5 Circulation Status - Allows operator in one library to determine the circulation status of any item in another library immediately after the transaction is completed. Depending on library policy, this information may be available to patron and staff.

.6 Exception Message - Exception conditions are based upon policies of each library.

.1 Provides for an audible and visual alert when an exception condition occurs.

.2 Provides an explanation of the exception condition. Text and format of message may vary with each library.

.3 Allows for the division of exception conditions into two groups:

.1 Override - Stops the current activity for the reason specified. The operator is then given the option of overriding the condition. Example: item already charged out.

.2 Override/Password - Same as (.3.1) but a password must be entered before the override will be accepted. Example: patron fines exceed limit.

.4 Provides an efficient means of overriding and/or correcting exception conditions.

4.6 Function: Charge/Renewal (continued)

.1 System Capabilities (continued)

.1 Operation Related Capabilities (continued)

.7 Input Errors

.1 Provides for an audible and visual alert when an error condition is detected. Examples: an illegal action has been attempted or an unrecoverable error has been detected.

.2 An error condition causes the current operation to be aborted.

.8 Print Message - Provides for the printing of screen displays associated with the charging of library materials.

.9 Portable Terminal - When the system is not operational, a battery powered backup terminal must be available to perform the charge function. Exception conditions normally displayed on-line will be available in printed output when charges are batch loaded.

.2 Patron Related Capabilities

.1 Handles checkout/renewals for all classifications of library patrons.

.2 Patron Check - Automatically checks to insure that a patron is eligible to borrow. If not, an exception condition must be created. Exception conditions are based upon the policies of each individual library. Text and format of exception messages may vary with each library. Exception conditions may include but are not limited to:

.1 No patron record exists.

.2 ID card has been reported missing.

4.6 Function: Charge/Renewal (continued)

.1 System Capabilities (continued)

.2 Patron Related Capabilities (continued)

.2 Patron Check (continued)

.3 ID card has been reported stolen.

.4 Patron registration has expired.

.5 Limit on number of allowable items checked out exceeded.

.6 Patron has fees exceeding the library defined limit.

.7 Limit on number of overdues exceeded.

.3 Information Message - Automatically checks to see if any information messages exist for the patron.

.1 Provides for the operator to be informed of the presence of an information message but will not effect the operation being performed.

.2 Allows, at the option of the library, for each information message to be displayed only once. Only if the condition re-occurs will the message reappear.

.3 Information messages are based upon the policies of each individual library. Text and format of message may vary with each library. Messages may include but are not limited to:

.1 Overdue materials.

.2 Impending privlege blocks.

.3 Information required for library records.

.4 Emergency message.

.5 Material available at hold desk.

4.6 Function: Charge/Renewal (continued)

.1 System Capabilities (continued)

.2 Patron Related Capabilities (continued)

.3 Information Message (continued)

.3 (continued)

.6 Material checked out being recalled.

.7 Hold cancellation.

.4 Multiple Charges - Allows charging of multiple items to a single patron without rescanning or rekeying the patron number for each charge; if no end-of-transaction command is entered, the system will require re-entry of patron ID number after n seconds for further charge transactions to the same patron.

.5 Loan Period - See "item related capabilities".

.3 Item Related Capabilities

.1 Handles checkout/renewals for all types of library material.

.2 Item Check - Automatically checks to insure that an item is eligible for loan. If the item is not eligible for loan, an exception condition must be created. Exception conditions are based upon the policies of each individual library. Text and format of messages may vary with each library. Exception conditions may include but are not limited to:

.1 No item record exists.

.2 Item not owned by this library.

.3 Currently charged to another patron.

.4 Being held for another patron.

4.6 Function: Charge/Renewal (continued)

.1 System Capabilities (continued)

.3 Item Related Capabilities (continued)

.2 Item Check (continued)

.5 Not renewable - exceeds limit, hold exists.

.6 Reported missing.

.7 Reported lost.

.8 Not loanable.

.3 Loan Period - Capable of automatically establishing the loan period (date/time) utilizing a combination of factors. Loan periods are established based upon the policies of each library.

.1 Factors considered may be, but are not limited to:

.1 Classification of patron.

.2 Expiration date of patron privileges.

.3 Collection assignment.

.4 Previous circulation history.

.5 Number of holds on bibliographic record.

.6 Terminal location.

.7 Dates when the library will be closed.

.8 Ends of academic terms.

EXAMPLE: An item in the general collections which normally circulates for 28 days (default value) would circulate for only 14 days if the item circulated within the past month or if there are outstanding holds against the bibliographic record.

.2 Allow for the charging of materials for periods of less than one day. Such time periods should be

4.6 Function: Charge/Renewal (continued)

.1 System Capabilities (continued)

.3 Item Related Capabilities (continued)

.3 Loan Period (continued)

.2 (continued)

measured in hours to reflect the day, hour and minute of the loan.

.3 Allows authorized library staff to specify a loan period other than that which would be automatically assigned by the system.

.4 Allows for the circulation of materials that have not previously been loaded into the bibliographic/item data base. Examples might be cataloged items without an identification number, microforms, periodicals, etc.

.5 Renewal - Allows operators to renew items based upon library policy. If renewals are allowed, the same patron and item checks are performed as previously described then:

.1 Statistical records are updated.

.2 New date due is calculated.

.3 Overdue fees (if any) are calculated.

.4 Allow renewal without the presence of item or patron.

.5 If the attempt to renew is disallowed, the item may (depending on library policy) be: (1) automatically discharged or (2) remain charged out to the patron. In the latter case the item must be discharged as a separate function.

4.6 Function: Charge/Renewal (continued)

.1 System Capabilities (continued)

.3 Item Related Capabilities (continued)

.3 Loan Period (continued)

.6 Comprehensive Renewal - Provides the option of renewing all materials charged to a particular patron. Checks on patron and item data are performed as previously described.

.7 Library Messages - Allows library staff to make note of a special condition concerning an item (e.g. send to bindery on return) during the charge procedure. The message will remain associated with the item until the proper action has occurred.

4.7 Function: Discharge

Purpose: The discharge function documents the return of charge materials to the library. If an item is not overdue, the appropriate usage statistics are recorded, and the link between the patron and the item is removed. If an item is overdue, the appropriate usage statistics are recorded, and a record for the overdue charge processing function is created.

.1 System Capabilities

.1 Operating Hours - Allows on-line operation during all hours the library is open. Hours vary with each library.

.2 Input - Allows input of item identifiers through utilization of:

.1 Barcode readers

.2 OCR-A readers

.3 Keyboarding

.3 Input Error - See charge/renewal module.

.4 Item Check

.1 Check to see if the item was charged out. If it was not, the system may (depending upon library policy):

.1 Create an exception condition.

.2 Count the transaction as an inhouse use and create a discharge for historical records.

.2 Automatically checks to see if the following exception conditions exist. If they do, special processing routines may be invoked depending on the policy of each library.

.1 Overdue Item - Overdue processing routines invoked.

.2 Lost or Missing - Lost or missing processing routine invoked.

4.7 Function: Discharge (continued)

.1 System Capabilities (continued)

.4 Item Check (continued)

.2 (continued)

.3 Hold Against Item or Title - Hold processing routine invoked.

.4 Item Checked in at Wrong Library - Discharged at wrong library invoked.

.5 Claim Returned - Lost or missing processing routine invoked.

.6 Withdrawn - Lost or missing processing routine invoked.

.7 Library Message - Send to bindery. Check for missing parts, etc.

.8 Return to wrong library.

.3 Exception Message - See charge/renewal module.

.5 Patron Check

.1 May remove patron privilege block.

.2 May create patron privilege block.

.3 Updates patrons' records for fines, materials returned, etc.

.6 Discharge Date

.1 When an item is discharged and is overdue, the system will normally calculate the fine owed as of the date (and time) of discharge.

.2 Allows the operator to specify via keyboard, an alternate date (and time) of discharge. The alternate date will be used in fine calculation.

4.7 Function: Discharge (continued)

.1 System Capabilities (continued)

.6 Discharge Date (continued)

.3 Allow, at the operator's option, for the alternate date to remain in effect at the discharge station until cancelled.

.7 Overdue Processing - Determines whether material was returned overdue; if so the system calculates the overdue fee according to the policies of the location from which the material was charged.

.1 Displays the fee incurred.

.2 Allows authorized library staff to adjust or cancel the fee.

.3 Records the fee in the patron's account.

.4 Prints notice of overdue fee for patron upon request of library staff member documenting the amount of the overdue fee, patron, item, date/time charged, date/time discharged, and location of charge and discharge if different.

.8 When discharged, the item must be disassociated from the patron record and become available for circulation.

.1 The new circulation status is available immediately to staff and patrons based upon the policies of each library.

.9 Statistical Records - A record of the transaction must be maintained in a history file for use in:

.1 Establishing loan periods.

.2 Producing statistical usage reports.

.3 Management reports.

4.7 Function: Discharge (continued)

.1 System Capabilities (continued)

.10 Discharge Receipts - Provides for the printing of discharge receipts upon the request of the library staff member. Text of the receipt may vary with the library but generally it includes the date, item, location and fact of discharge.

.11 Discharged at Wrong Library.

.1 Determined whether the item has been returned to the owning library for discharge. If not, an exception condition is created.

.2 Allows the item to be discharged from the patron record prior to the transit process.

.3 Provides for the printing of a shipping notice specifying the owning library if the item does not belong to the library of discharge. If a printer is not available, the shipping notice is displayed on the terminal.

.4 Provides for the charging of the item to a unique transit patron code.

.5 Allows each library to establish the length of time an item will be in transit before an overdue notice will be generated.

.12 Hold Notice - See holds module.

.13 Overdue Processing - See overdue processing module.

.14 Fines - See fee processing module.

.15 Portable Terminal - When the system is not operational, a battery powered backup terminal must be available to perform the discharge function. Exception conditions normally displayed on-line will be available in printed output when the discharges are batch loaded.

4.8 Function: Retrospective Charge/Renewal and Discharge

Purpose: To allow charge/renewal and discharge transactions which were recorded during periods of system unavailability to be processed. Data would be collected manually or electronically (portable terminal, magnetic tape, etc.) in a batch mode then entered into the system when it is available.

.1 System Capabilities

.1 Operational Related Capabilities - Data Collection

.1 Data Collection - Provides a means of collecting charge/renewal and discharge data during periods when the system is unavailable.

.1 Electronic

.2 Manual

.2 Data Collection Errors - Provides a means of detecting data collection errors when electronic data collection techniques are used.

.1 Reports error condition to operator.

.3 Date Due Slip - Allows a library to provide a date due slip based upon the policies of each library.

.1 Manually produced due slip using a default due date.

.2 Manually produced due slip asking the patron to check his records on the public terminal for due date when system is operational.

.2 Operational Related Capabilities - Data Input

.1 System Input - Provides a means of inputting charge/renewal and discharge data collected during periods when system was unavailable.

4.8 Function: Retrospective Charge/Renewal and Discharge (continued)

.1 System Capabilities (continued)

.2 Operational Related Capabilities - Data Input (continued)

.2 Input Errors - Detects errors in input and reports error condition.

.1 Errors detected during electronic transfer (cassette, portable terminal).

.2 Errors detected during keyboard input are reported to terminal operator. Displays all data (input and system supplied) for approval of terminal operator. Permits operator to accept, alter or cancel transaction.

.3 Data Base Update - Updates the patron and bibliographic/item data base as described in the charge/renewal and discharge modules.

.4 Retrospective Charge-Renewal and Discharge Notice - Provides a notice to the patron describing loan transactions and messages resulting from transaction processed when system was unavailable. Notice produced based upon the policies of each library. Text and format of notice may vary with each individual library.

.3 Patron Related Capabilities

.1 Processes charge renewal for all classifications of library patrons.

.2 Patron Check - Automatically performs the patron checks described in the charge/renewal module.

.1 Alerts the operator, but accepts the transaction if exception condition relating to patron privilege block exists.

4.8 Function: Retrospective Charge/Renewal and Discharge (continued)

.1 System Capabilities (continued)

.3 Patron Related Capabilities (continued)

.2 Patron Check (continued)

.2 Allows for the rejection of the transaction and provides a terminal display or print message and appropriate data if certain conditions exist. Conditions are defined by each library and may include, but are not limited to:

.1 Patron record does not exist.

.2 ID card not validly check digited.

.3 Card reported stolen.

.3 Information Message - Automatically checks for information messages described in charge/renewal and discharge modules.

.1 Provides the option of printing information messages for mailing to patron.

.4 Item Related Capabilities

.1 Processes charges/renewals and discharges for all types of library material.

.2 Item Check - Automatically performs the item checks described in the charge/renewal module.

.1 Alerts operator, but allows the transaction to be accepted if certain conditions exist. Conditions are defined by each library and may include, but are not limited to:

.1 Being held for another patron.

4.8 Function: Retrospective Charge/Renewal and Discharge (continued)

.1 System Capabilities (continued)

.4 Item Related Capabilities (continued)

.2 Item Check (continued)

.1 (continued)

.2 Reported missing.

.3 Reported lost.

.2 Allows for the rejection of the transaction and provides a terminal display or print message and appropriate data if certain conditions exist. Conditions may include, but are not limited to:

.1 Item ID number not validly check digited.

.2 Item record does not exist.

.3 Loan Period - Loan period is established at library option by:

.1 Automatically estabishing the loan period as described in the charge/renewal module.

.2 Establishing a default loan period when item is charged out.

4.9 Function: Holds

Purpose: The hold function permits the library patrons to reserve a desired item.

.1 System Capabilities

.1 Operation Related Capabilities

.1 Operating Hours - Allows on-line operation during all hours the library is open. This may vary with each library.

.2 Input - Allows input of patron and item identifiers through the utilization of:

.1 Bar code readers

.2 OCR-A readers

.3 Keyboard

.3 Hold Clearance Report

.1 The system must be capable of generating a periodic hold clearance report, at system operator command, listing those items on hold which have not been picked up within a specified period of time.

.4 Hold Statistics

.1 The system must provide printed statistical records (example might be: holds taken, filled, not filled and not picked up) at the discretion of the system operator.

.5 Hold Placed from Another Library

.1 Determines whether the hold will be picked up at a library other than the owning library.

.2 Provides for the printing of a shipping notice specifying the library where the item will be picked up.

4.9 Function: Holds (continued)

.1 System Capabilities (continued)

.1 Operation Related Capabilities (continued)

.5 Hold Placed from Another Library (continued)

.2 (continued)

If a printer is not available, the shipping notice is displayed on the terminal screen.

.3 Provides for the charging of the item to a unique transit patron code. This does not affect the hold status of the patron.

.4 Allows each library to establish the length of time an item will be in transit before an overdue notice will be generated.

.5 Allows the item to be discharged from the patron record prior to the transit process.

.6 Allows the item to be charged to the patron from the library where it is picked up. Overdue processing routines will take place from this library.

.2 Patron Relation Capabilities

.1 Eligibility to Borrow - Determines automatically the eligibility of a patron to borrow materials based upon library policies described in the charge/renewal module.

.2 Eligibility to Place Hold - Determines automatically the eligibility of a patron to place holds on materials, based on the policies of each library. Ineligibility may include, but may not be limited to:

.1 Patrons from other institutions.

.2 Courtesy card holders.

4.9 Function: Holds (continued)

.1 System Capabilities (continued)

.2 Patron Relation Capabilities (continued)

.3 Expiration Date - Allows the patron to specify the expiration date (if any) after which the item will no longer be required. If the hold is not filled by the expiration date, it will automatically expire. If no date is specified, the library will supply a default date.

.4 Pick-up Library - Allows the patron to specify the library where he wishes to pick up the hold. Default is the library where the terminal is located.

.5 Effective Date - Allows the patron to specify an effective date for activation of the hold. Hold routines are not activated until this date. Default is the current date.

.6 Hold Placed by Patron Within a Single Institution

.1 Allows a patron from a public terminal to place a hold on an item owned by the library where the patron is registered. This capability is based on the policy of each library. It may be limited by such factors as:

.1 Status of patron.

.2 Location of terminal.

.3 Holdings library.

.2 If the item is in circulation, the capabilities described in the remainder of this module will be in effect.

.3 If the item is available for circulation and the hold is placed from a terminal outside the holding library

4.9 Function: Holds (continued)

.1 System Capabilities (continued)

.2 Patron Relation Capabilities (continued)

.6 Hold Placed by Patron Within a Single Institution (continued)

.3 (continued)

(another campus location), the system will generate a search and deliver report.

.4 The search and deliver report identifies the item, the individual placing the hold and the location where the item should be delivered.

.3 Item Related Capabilities

.1 Allows the staff to query the data base for the current status of all copies of the title being requested.

.1 The appropriate record can be located through any of the normal query points as described in the bibliographic inquiry module.

.2 Allows holds to be placed on items.

.1 Bibliographic record level - first copy available.

.2 Copy level - a specific copy.

.3 Allows holds to be placed on items in any library that is part of the system, based on the policies of the library involved.

.4 Item Check - Automatically checks to insure that an item is eligible for loan. If the item is not eligible an exception condition must be created. Exception conditions are based upon the policies of each individual library. Text and format of messages may vary with each library. Exception conditions may include, but are not limited to:

4.9 Function: Holds (continued)

.1 System Capabilities (continued)

.3 Item Related Capabilities (continued)

.4 (continued)

.1 Item owned by another library.

.2 Item reported missing.

.3 Cannot be circulated.

.4 Reported lost.

.5 Item available for circulation.

.5 Exception Conditions - See charge/renewal module.

.6 Updates Title/Item Record With Hold Information - Information must be available to authorized staff immediately upon inquiry.

.1 May change loan period of item based upon individual library policies.

.7 Hold Queue - Established a queue for each item on hold. Priority in the queue is based on policies established at each library.

.1 Priorities may include, but are not limited to:

.1 Class of patron.

.2 Date hold recorded.

.2 Allows authorized library staff to cancel holds in a queue and/or change priority of hold in the queue.

.8 Search Request - A request to search for an item that is listed as being available for circulation but cannot be located. This may be initiated by the terminal operator.

.9 Purchase Alerts - Generates a purchase alert when the number of holds reaches a given threshold based upon the policies of individual libraries.

4.9 Function: Holds (continued)

.1 System Capabilities (continued)

.4 Recall Procedures

.1 Selects Item - Selects which item shall be recalled if there are two or more items that qualify for recall, based upon the policies of each library.

.1 Policies may include, but are not limited to:

.1 Length of time each item has been charged out.

.2 Class of patron.

.3 Location of item.

.4 Number of holds.

.2 Allows the authorized library staff to override the system and select the item to be recalled.

.2 Due Date - Provides for automatically establishing a new due date based upon the policies of each library.

.1 Policies may include, but are not limited to:

.1 Date when item is no longer required for hold.

.2 Current due date.

.3 Class of patron.

.4 Location of item.

.2 Allows the authorized library staff to override the system and select the item to be recalled.

.3 Utilizes new due date in recall notice and computing of overdue fines.

.3 Schedules Recall Notice - Provides for the scheduling of a recall notice based upon the policies of each library.

.1 If a new due date was established, the recall notice would be run overnight.

4.9 Function: Holds (continued)

.1 System Capabilities (continued)

.4 Recall Procedures (continued)

.3 Schedules Recall Notice (continued)

.2 If no new due date was established, the recall notice would be incorporated into the overdue notice.

.4 Information Message - Provides for the creation of an information message. See the charge/renewal module for a description of information message.

.1 Notifies the patron that an item he has charged out is required by another patron. Text may vary with each library.

.2 Alerts the patron to a change in due dates.

.3 If message is acknowledged by patron, the recall notice may not be sent depending on library policy.

.5 Recall Notice - Provides for the printing of a notice informing the patron that an item he has out must be returned because it is required by another patron.

.1 Information Message - see above.

.2 Printed recall notice may be prepared in batch mode ready for mailing based upon the policies of each library. Schedule, text, format and sorting may vary with each library.

.5 Discharge Alert

.1 Allows items having holds against them to be trapped in renewal or discharge.

.2 Provides for the notification of the terminal operator that the item has a hold against it.

4.9 Function: Holds (continued)

.1 System Capabilities (continued)

.5 Discharge Alert (continued)

.2 (continued)

.1 On-line discharges will produce an audible and visual alert that the item has a hold against it.

.2 Off-line discharges will produce a printed hold alert at local library when data is entered into system.

.3 See "operation related capabilities" for information on holds placed from another library.

.3 Provides for automatically checking the item out to the appropriate hold location and display the hold location, name of person the hold is for and the date the item will be removed from hold.

.1 Provide printed routing slip with above information.

.4 Item Block - Provides for establishing an item block which allows the item to be charged only to the patron for whom the item is being held.

.1 Authorized library staff may override this block in which case the hold for the original hold queue remains active.

.5 Schedules Hold Clearance Report - If the item is not charged out to a specified patron within a specified (library option) period of time. A hold clearance report is produced indicating that the item should be removed from hold or is on hold for a new patron.

4.9 Function: Holds (continued)

.1 System Capabilities (continued)

.6 Hold Available Notice

.1 Schedules Hold Available Notice - Provides for the scheduling of a hold available notice based upon the policies of each library.

.1 Normally such reports would be run at the end of each day.

.2 Information Message - Provides for the creation of an information message.

.1 Notifies the patron that an item is available on the hold shelf. Text may vary with each library.

.2 If message is acknowledged by patron, the hold availability notice may not be sent depending on library policy.

.3 Hold Available Notice - Provides for the printing of a notice informing the patron that an item he placed on hold is available at the circulation desk.

.1 Information Message - See above.

.2. Printed "Hold Available Notice" - May be prepared in batch mode ready for mailing, based upon the policies of each library. Schedule, text, format and sorting may vary with each library.

.7 Hold Cancellation - Allows a request for a hold on an item to be cancelled.

.1 Allows holds to be cancelled in the following manner based upon the policies of each library.

4.9 Function: Holds (continued)

.1 System Capabilities (continued)

.7 Hold Cancellation (continued)

.1 (continued)

.1 Automatically at the time established by the patron.

.2 Automatically when a hold in not picked up within a pre-established period of time.

.3 Automatically if the item is not available for circulation after a preestablished period of time.

.4 Automatically when the item is lost or removed from circulation.

.5 Manually at the discretion of the library supervisor.

.2 Information Message - An on-line message to the patron explaining that a previous hold request had been cancelled along with the reasons for the cancellation. Text and format may vary with each library.

.1 Would be the sole source of information for 4.9.1.7.1.1 and .2.

.2 If message is acknowledged by patron the hold cancellation notice may not be sent depending on library policy.

.3 Hold Cancellation Notice - A printed notice to the patron explaining that a previous hold request had been cancelled along with the reason for the cancellation.

.1 Information Message - See above.

.2 Printed Notice - May be prepared in batch mode ready for mailing, based upon the policies for each

4.9 Function: Holds (continued)

.1 System Capabilities (continued)

.7 Hold Cancellation (continued)

.3 Hold Cancellation Notice (continued)

.2 (continued)

library, schedule text, format and sorting may vary with each library.

.3 Would be sent only for 4.9.1.7.1.3, .4 and .5.

4.10 Function: Missing and Lost Media - Search

Purpose: Frequently media is reported missing or lost. A record of this information must be maintained as an aid to the patron and library.

.1 System Capabilities

.1 Maintains a record of missing or lost media for two categories of media.

.1 Those items in the bibliographic/item file.

.2 Those not included in the bibiolographic/item file. Examples: Individual periodicals or microfilms reported lost.

.2 Classification of Material

.1 Reported Missing - An item cannot be located in the stacks by library patron.

.1 Flags system to produce a search report.

.2 Records date and source of information.

.3 Allows patron to place a hold on an item.

.2 Missing in Inventory - An item cannot be accounted for in inventory.

.1 Automatically flags the system to produce a search report.

.2 Records date and source of information.

.3 Claims Returned - Patron claims to have returned an item for which an overdue and/or lost item charge is being assessed.

.1 Staff manually flags the item record to produce a search report.

.2 Provides for date and source of information.

4.10 Function: Missing and Lost Media - Search (continued)

.1 System Capabilities (continued)

.2 Classification of Material (continued)

.3 Claims Returned (continued)

.3 Temporarily suspends charges and delinquencies associated with the item claimed returned.

.4 Allows the library to print a "claims returned receipt" upon request giving the date and description of item claimed returned.

.5 After n searches, depending upon individual library policy, an authorized staff member may reimpose charges. This may automatically activate a patron privilege block.

.4 Reported Lost - Patron reports an item lost.

.1 Staff manually flags the system to produce a search report.

.2 Record date and source of information.

.3 Automatically or manually established charges depending upon library policy.

.5 Declared Lost - An item reported missing is automatically flagged as lost after n searches.

.1 Results in the production of a "remove from inventory report".

.2 Results in inclusion of the item of the "purchase alert report".

.3 Provides for the printing of notices to inform patrons in the hold queue that the item has been declared lost and that the hold queue has been cancelled.

4.10 Function: Missing and Lost Media - Search (continued)

.1 System Capabilities (continued)

.3 Maintain a record and display information regarding the status of material reported missing and lost. Information is made available upon staff or patron inquiry.

.4 Provides the following information in Search Reports, depending on the reason for the search and the individual policies of each library:

.1 Item ID number.

.2 Item call number.

.3 Author/title data, if available in the bibliographic record.

.4 Date search was initiated.

.5 Reason for search.

.6 Patron ID number (and name) for condition involving a patron.

.7 Name of staff member and library department for searches initiated by library personnel.

.8 Date patron reported an item lost or claims to have returned an item.

.9 Number of times the item has been searched and dates of searches.

.5 Establishes automatically a charge/renewal block for item to prevent its being charged out until search condition is resolved.

.6 Establishes automatically a discharge alert to notify operator of the search condition.

4.10 Function: Missing and Lost Media - Search (continued)

.1 System Capabilities (continued)

.7 Maintains a search record for each item being searched and periodically will produce a report for staff use in searching for the item, based on the policies of each individual library. If a search is unsuccessful, the system will automatically recognize that fact and will schedule the next search date.

.8 Permits deletion of a record after a given period of time, based on the policies of each library.

.9 Prints a Missing/Found Report upon request of authorized staff.

.10 Allows the various reports to be provided on-line or off-line at the discretion of the library staff.

4.11 Function: In-House-Usage Record

Purpose: Allows the library to monitor the use of media removed from the shelf but not charged to a patron.

.1 System Capabilities

.1 Data Collection - May be performed on-line using a stationary terminal or off-line using a portable data collection unit.

.2 Data Entry - Data may be entered using:

.1 Bar code readers

.2 OCR-A readers

.3 Keyboard entry

.3 Error Condition - If the item number is not accepted, an audible/ visual alert is provided. See charge/renewal module for more information.

.4 Item Check

.1 Automatically checks to see if the following exception conditions exist. If they do, special processng routines may be invoked depending upon the policy of each library.

.1 Currently charged to a patron.

.2 Reported missing, lost, or claimed returned.

.3 Reported on hold shelf.

.4 Located in wrong library.

.5 No item record exists.

.5 Exception Conditions - See charge/renewal module.

.6 Statistical Records - A record of in-house use should be maintained in a special statistical category attached to each item. The reports required would be similar to those for items charged out.

4.12 Function: Overdue Processing

Purpose: Allows the library to enforce loan regulations by sending notices at specific intervals reminding patrons of due materials. Variations can include pre-due as well as overdue notification.

.1 System Capabilities:

.1 Sets Flags - Update circulation record to indicate that a loan is overdue.

.2 Information Message - Sets on-line patron information message alerting patron and library staff of overdue condition during charge/renewal and patron query functions.

.1 If patron is notified via information message, the pending printed overdue notice may be cancelled depending on the policy of each library.

.2 Update overdue status to indicate message has been sent.

.3 Due Notices - Prints pre-due or overdue notice for patrons based on the policies of each library.

.1 Schedule, text, format and sorting may differ for each library.

.4 Service Fees - Calculates automatically any service fees charged, based on policies of each library, for the handling, printing and mailing of the pre-due or overdue notice and records these charges in the patron's account.

.5 Search Reports - Prints search reports alerting circulation staff to search for items prior to sending notices, based on policies of each library.

.6 Patron Privilege Block - Sets block automatically on patron's borrowing privileges based on policies of each library, e.g. length of time item is overdue, number of items overdue.

4.12 Function: Overdue Processing (continued)

.1 System Capabilities (continued)

.7 Lost Item - Automatically establishes an item as lost if it is not returned after a specified period of time, based upon the policies of each library.

.1 Updates circulation records to indicate item has been declared lost by the library and billed to patron's account.

.2 Sets on-line patron information message alerting patron and library staff of the condition during charge, renewal or query functions.

.1 If patron is notified via information message, the pending lost item notice may be cancelled depending on the policy of each library.

.2 Updates lost item status indicating that a message has been sent.

.8 Lost Item Notice - Prints lost item notice for patrons based on the policies of each library.

.1 Schedule, text, format and sorting may differ for each library.

.9 Maintains statistical data regarding the number of overdue and lost item notices by patron status and type of media for historical analysis.

4.13 Function: Inventory

Purpose: To determine items missing from the collection and unaccounted for by the system.

.1 System Capabilities:

.1 Allows the library staff to specify the scope of the inventory, e.g. the collections being inventoried and starting and ending call numbers and the date/time of the inventory.

.2 Allows the library to scan item labels at the shelves with portable scanners.

.3 Allows inventory data to be gathered and entered into the system on-line using a stationary terminal or in a batch mode using a portable data collection unit.

.4 Provides for the following checks as inventory data is entered into the system. Checks may include, but are not limited to:

.1 Proper Shelving Sequence - Improperly shelved items are flagged for listing on a "mis-shelved item report".

.2 Proper Collection Assignment - Materials in the wrong collection are flagged for listing on a "mis-shelved item report".

.3 Check each item to determine if it was accounted for, e.g. on shelf, charged out, missing, lost, etc.

.1 Items not accounted for are flagged for listing on a search report. See missing and lost media search module for additional information.

.2 Automatically changes item's status to missing.

.3 Sets missing date.

.4 Indicates that the item was missing in inventory.

4.13 Function: Inventory (continued)

.1 System Capabilities (continued)

.4 (continued)

.4 Items previously unaccounted for (missing, lost, etc.) and found are listed on a "found in inventory report".

.1 Item status is automatically changed to available for circulation.

.5 Reports exceptional conditions attached to any item found on the shelf, e.g. reported in circulation, patron claimed item had been returned, etc.

.1 Generates an Inventory - Exception Condition Report.

.5 Allows a staff member to determine which checks are to be made during a particular inventory. Example: One might prefer not to make a shelf sequence check if inventory were being performed at several stationary terminals.

.6 Allows various check reports to be provided on-line or off-line at the discretion of the library staff.

4.14 Function: Course Reserve

Purpose: To provide the special management information needed for the Course Reserve Collection. This collection contains items that have been assigned as readings by classroom instructors to the students in their courses. Items for the collection may be transferred temporarily from other collections, specially purchased, photocopied, or on loan from the instructor.

.1 System Capabilities:

.1 Maintains a record for items currently in the course reserve collection.

.2 Maintains a record for items desired for the reserve collection but not available because they are charged out, missing or on order.

.1 Provides the appropriate message, notifying staff and patrons that the material is not on reserve, when record is queried.

.3 Capable of charging items out for loan periods of less than one day. Such loan periods should be measured in hours and minutes.

.4 Capable of linking an item to multiple course reserves for items that are on reserve for more than one course.

.1 When removing materials from reserve, it is necessary to be able to specify for which course the materials are being removed.

.2 The system must specify either that the item should be retained on reserve or the location to which it should be returned.

4.14 Function: Course Reserve (continued)

.1 System Capabilities (continued)

.5 Maintains the additional information needed for each bibliographic item while it is in the Course Reserve Collection:

.1 Course of instruction, including department, number, and section.

.2 Instructor's name.

.3 Number of copies of a title.

.4 Permanent ownership of each copy/item, e.g. Course Reserve Collection, other library collection, on loan from instructor.

.5 Date to be placed on Course Reserve.

.6 Status for each item: On order, Wanted on future date specified, Being Searched, On Active Course Reserve, On Inactive Course Reserve, Allocated to another collection (each status should be documented with dates).

.7 Date to be released from Course Reserve.

.8 Course Reserve loan period for each semester.

.6 Allows patrons and staff to search the reserve file by course number and instructor's name in addition to the normal inquiry modes.

.7 Searches its files automatically on the dates in the Course Reserve Record on which items are to be transferred to the Course Reserve Collection or removed from it:

.1 Schedules a "required for reserve" report for items not in circulation so that they can be retrieved by library staff.

4.14 Function: Course Reserve (continued)

.1 System Capabilities (continued)

7. (continued)

.2 Establishes a charge/renewal block for the item to prevent its being charged out until retrieved for reserve.

.3 Recalls any items that are in circulation.

.4 Establishes an exception condition to notify operator of the required for reserve condition.

.8 Records the temporary transfer of an item to the course reserve collection through the collection assignment function.

.9 Produces the following reports, based on the policies of each library, on a pre-determined schedule or on demand:

.1 Instructor/Course Usage Report - Lists all titles on active course reserve by instructor sub-sorted by course and gives the number of circulations for each title (listing all courses on reserve regardless of the length of time on reserve).

.2 Departmental Usage Report - Lists all titles on active course reserve for each departmental course and the number of circulations per title.

.3 Low Usage Report - Lists titles and copies on active course reserve which have been processed against low parameters and defined by the library.

.4 Inactive Reserve Report - Lists titles which have been placed in storage shelving; may be futher defined by date, e.g. items in storage for five or more years.

.10 Generates overdue and fine notices based on the policy of each library.

4.14 Function: Course Reserve (continued)

.1 System Capabilities (continued)

.11 Automatically flags reserve materials so they are unavailable for hold.

.12 Provides for the maintenance of usage statistics in a separate statistical category from normal charge or in-house usage statistics.

.13 Provides for historical lists of materials placed on reserve by faculty or course, retrospectively for n years.

4.15 Function: Fee Processing

Purpose: To impose fees and suspend a patron's privileges due to misuses of library items. Fees include: Overdue fees, lost item fees, and damaged item fees.

.1 System Capabilities:

.1 Allows authorized staff to impose, reduce, suspend, cancel or override fees. A history of these actions is maintained in each patron's account. Permits library supervisory staff to monitor such actions by retaining historical information on the individual password used with each transaction.

.2 Maintains a record of outstanding unpaid fees for overdue, lost, or damaged items. Record includes amount of assessment, reason for assessment (e.g. overdue item), date of assessment, item identification, patron identification, library imposing the fee (see "Financial Accounting Module").

.3 Fine Calculations - Calculates overdue fines automatically at the point of discharge and records the fine assessment in the patron's account for items returned overdue. Fees are based upon the policies of each library. Criteria that may be included in the fine calculation may be, but are not limited to:

.1 Length of time overdue.

.2 Grace periods.

.3 Type of circulation (e.g. fees for recalled items may differ from regular overdue fees).

.4 Type of item (e.g. overdue fees for books may differ from overdue fees for AV materials).

.5 Location of item (e.g. Course Reserve overdue fees may differ from Main Collection overdue fees).

4.15 Function: Fee Processing (continued)

.1 System Capabilities (continued)

.3 Fine Calculations (continued)

.6 Privilege class of borrower (e.g. overdue fees for faculty may differ from overdue fees for undergraduates).

.7 Maximum amounts per item for overdue fee (e.g. maximum for books may differ from maximum for serials).

.4 Lost Item Fees - Maintains a record that an item in circulation has been declared lost. Record identifies if the patron has reported the item lost or if the library has declared it lost. Fees and policies may vary with each library. Variable may include:

.1 Automatically establishing an item as lost if it is not returned after a specified period of time.

.2 Authorized library staff have the option of entering a current replacement cost or defaulting to a standard replacement cost.

.5 Damaged Items - Permits authorized library staff to enter fees for damaged items or default to a standard processing charge. Fees and policies may vary with each library.

.6 Service Fees - Calculates automatically any service fees, based upon policies of each library, resulting from the handling, printing and mailing of notices.

.7 Search Reports - Prints search reports alerting circulation staff to search for overdue or lost items prior to sending notices. Printed at the option of each library.

.8 Privilege Blocks - Allows privilege blocks to be set either automatically or by authorized library staff, based on policies

4.15 Function: Fee Processing (continued)

.1 System Capabilities (continued)

.8 Privilege Blocks (continued)

of each library. A block will prohibit a patron from charging, renewing or placing holds unless the block is overridden or removed by authorized library staff. Condition warranting fee blocks may include but are not limited to:

.1 Excessive amount of overdue fees.

.2 Excessive amount of lost item fees.

.3 Excessive amount of damaged item fees.

.4 Combination of 1, 2, and 3.

.9 Information Message - Set on-line patron information message alerting patron and library staff of fee assessment condition during checkout, renewal and patron query functions based on policies of each library.

.1 If patron is notified via information message, the pending printed fee assessment notice may be cancelled depending on library policy.

.2 Updates fee notice status to indicate message has been sent.

.10 Fee Assessment Notice - Prints fee assessment notice for patron based upon the policies of each individual library.

.1 Schedule, text, format and sorting may vary with each library.

.2 Notice may be sent only when a pre-set dollar threshold has been exceeded for one or all fee categories.

.3 Updated fee unit notice status to indicate date/time notice has been sent.

4.16 Function: Service Fees

Purpose: To allow the library to secure reimbursement from patrons for services provided by the library.

.1 System Capabilities

.1 Provide the capability for assessing and collecting for services provided to patrons. Assessment of fees is based upon the policy of each library. Fees may include, but are not limited to:

.1 Handling, printing, and mailing fees associated with library notices.

.2 Processing fees associated with lost or damaged items.

.3 Rental fees for materials or equipment.

.4 Fees associated with search of on-line data bases, e.g. ERIC, Chemical Abstracts, etc.

.5 Interlibrary loan fees.

.6 Lost card fees.

.2 Allows service fees to be set automatically or by authorized library staff based on the policies of each library.

.3 Maintains a record of outstanding unpaid charges for library services. Records amount of charge, reason for charge, date of charge, patron ID, item ID, and library charging the fee.

.4 Allows authorized library staff to impose, reduce, suspend, cancel or override service fees. A history of these actions is maintained in the patron's account. Permits library supervisory staff to monitor such actions by retaining historical information on the individual password used with each transaction.

4.17 Function: Financial Accounting

Purpose: To maintain a record of patron fees owed to the library, to document fee clearance and payments, and provide an audit trail for financial transactions.

.1 System Capabilities:

.1 Maintains a record of library assessments for service fees, overdue fees, etc. Record includes patron, item, reason for fee, amount of assessment, date of assessment, taxes (if applicable), amounts paid, date of payment, refunds, date of refund, and library assessing the fee.

.2 Allows each library to maintain its own accounts or to combine its account with specified libraries.

.3 Provides immediate access to financial accounting information added by any library in the system to all libraries sharing the common data base, based on the policies of each library.

.4 Assures the confidentiality of financial accounts by allowing only authorized individuals to access and update accounts.

.1 Access to: Authorized library staff, patron (may access own account by wanding ID number).

.2 Update: System (automatically) authorized library staff.

.5 Allows authorized library staff to impose, reduce, suspend, cancel or override fees. A history of these actions is maintained in each patron's account. Permits library supervisory staff to monitor such actions by retaining historical information on the individual password used with each transaction.

.6 Fee Assessment Notice - Prints fee assessment notice for patron based upon the policies of each library.

4.17 Function: Financial Accounting (continued)

.1 System Capabilities (continued)

.6 Fee Assessment Notice (continued)

.1 Schedule, text, format and sorting may vary with each library.

.2 Notices may be sent only when a pre-set dollar threshold has been exceeded.

.3 Updates fee assessment notice to indicate date/time notice prepared.

.7 Prompts library staff to take follow-up action if payment is not made, based on the policies of each library, e.g. notifications to telephone a patron, place account with collection agency.

.8 Provides notification of assessment to other offices that may take actions based on a patron's account with the library, based upon the policies of each library, e.g. university cashier, university registrar if transcripts are to be held or reenrollment denied.

.9 Allows for payment at each library and/or at the university cashier office:

.1 Provides notification for the cashier's office of the bill. Data in the notification is similar to that in the fee assessment notice to patron. Based on the policies of each library, the notification may be printed, on-line, or on computer tape.

.2 Provides notification to the cashier's office of monies collected by the library and notification of the library of monies collected at the cashier's office. Notification

4.17 Function: Financial Accounting (continued)

.1 System Capabilities (continued)

.9 (continued)

.2 (continued)

may be on-line or by daily clearance report, based on the procedures of each individual library.

.10 Allows the patron to make partial payment or full payment to his account.

.1 Partial clearing of one item.

.2 Clearing of one or more items.

.3 Clearing of the entire account.

.11 Receipts - Provides receipt of payment for fee assessments received from patrons.

.12 Refunds - Refunds will be made according to individual library policy. Examples might be:

.1 A lost item is returned (overdue, damage or service charged may not be refunded).

.2 A patron has been charged through library error.

.3 Refund for a deposit.

.13 Allows library staff to reconcile the cash drawer to the balance indicated by the computer for each terminal location at the end of each day.

.14 Provides an audit trail to meet state law requirements (e.g. for five years). Audit trail may be a printed report or a machine readable record.

.15 Prints Year-to-Date Cashier's Report listing all the assessments and clearances sent to the cashier's office, based on the policies of each individual library.

4.17 Function: Financial Accounting (continued)

.1 System Capabilities (continued)

.16 Records

.1 The system must be able to maintain for each qualifying patron a total fine owed and a list of the individual amounts owed.

.2 Whenever any amount is paid, the system must immediately recalculate the patron's total fine and status, update or remove the patron privilege block status.

4.18 Function: Bibliographic Data Base

Purpose: To provide a machine readable bibliographic record for each bibliographic unit. The record contains the information necessary to describe and locate an item. This base also contains the unique item data required to control the circulation of materials.

.1 System Capabilities:

.1 Retrospective Conversion

.1 Each library expects to perform a batch load of retrospective bibliographic data (full MARC) using OCLC archive tapes. As of January 1, 1981, the number of records available in this form is expected to be:

UW-Eau Claire - 135,000

UW-La Crosse - 50,000

UW-River Falls - 20,000

UW-Stout - 170,000

.2 The University of Wisconsin-River Falls has created a machine readable data base for all cataloged holdings. The vendor is expected to address the feasibility and cost of loading this data into the system. Information regarding this data base is available directly from UW-River Falls.

.3 The vendor is expected to describe alternative methods of capturing and loading data for materials not covered in the first two methods.

.4 Provide for the on-line creation of bibliographic records by authorized staff.

.5 The data base must support all record formats supported by OCLC and/or the Library of Congress MARC project.

4.18 Function: Bibliographic Data Base (continued)

.1 System Capabilities (continued)

.1 Retrospective Conversion (continued)

.5 (continued)

Examples presently being utilized are the formats for monographs, serials, sound recordings, music, manuscripts, maps and audiovisual material.

.6 Provide for the storage and display of the full ALA character set.

.7 Provide for the loading, storage, and editing of bibliographic and item data from several libraries.

.8 Provides for the loading and storage of circulation related data which is not included in the cataloged bibliographic data base. This may include but is not limited to microforms, perdiodicals, vertical file materials and reserve materials.

.9 Describe the feasibility of loading and storing bibliographic and item data from sources other than MARC II compatible data bases. Examples might be ERIC tapes and Magazine Index.

.10 Automatically creates the necessary index points for the search keys described in the inquiry module.

.2 Prospective Conversion

.1 After the retrospective data has been loaded into the system, each library expects to load prospective bibliographic data (full MARC) into the system using OCLC. This may include new records, deletion of records or the changing of existing records. The vendor must provide a cost

4.18 Function: Bibliographic Data Base (continued)

.1 System Capabilities (continued)

.2 Prospective Conversion (continued)

.1 (continued)

effective method of entering OCLC captured data into the system without rekeying the data.

.2 Provide for the on-line editing of bibliographic and item records by authorized staff.

.3 Allow only authorized staff from the library of record to make changes in or delete bibliographic and item data.

.4 Capabilities described in 4.18.1.1 are also required for current data.

.3 Each library expects to load a complete MARC record into the system. The average size of the record is unknown. Copies of archive tapes are available for analysis.

.4 Editing of Bibliographic Data

.1 Provide for the loading of OCLC data so that only the most recent copy of a record is retained in the system for each library.

.1 This must take into account OCLC's policy of changing holdings symbols in cases of duplicate records.

.2 Provide for the loading, storage and editing of interim records containing incomplete bibliographic information. Such records may include but are not limited to:

.1 MARC inprocess format.

.2 OCLC level K records.

.3 Local partial bibliographic records

4.18 Function: Bibliographic Data Base (continued)

.1 System Capabilities (continued)

.4 Editing of Bibliographic Data (continued)

.3 Must be able to identify multiple records for a title in the same edition entered by more than one library and to display these records as a single bibliographic record with unique item records attached.

.4 When two or more libraries catalog the same title in the same edition and the cataloging varies in one or more fields, all variations in cataloging must be preserved in the data base. The appropriate variation will be displayed for each library.

.5 Provide machine edits of each record entered into the system for the presence of all mandatory fields, illegal repetition of a field, illegal subfield, illegal or lacking indicators, illegal fixed field codes, etc.

.1 Allows authorized staff to determine which edits will be performed.

.6 Provide management reports to assist in data base management. Reports might include, but are not limited to:

.1 Duplicate records for a single library.

.2 Duplicate records when the same edition of the same title is cataloged differently by two or more libraries.

.3 Occurrences of two or more records for the same edition of the same title with variations in the bibliographic content entered by a single library.

.4 Errors in data.

4.18 Function: Bibliographic Data Base (continued)

.1 System Capabilities (continued)

.4 Editing of Bibliographic Data (continued)

.6 (continued)

.5 Errors in coding.

.6 Incomplete fixed fields.

.7 Duplicate call numbers within the same holdings library.

.5 The vendor must describe the alternative methods of capturing and loading retrospective and prospective item data into the system.

.1 At least one library is considering asking the vendor to generate a unique item number for each retrospective bibliographic record in the system. This number would then be attached to the bibliographic record and then be used to create item labels in call number sequence. Labels will then be matched against the corresponding items on the shelf.

.6 General

.1 Permits item numbers to be changed and invalidated by authorized staff.

.1 Maintains appropriate links between the old and new numbers for purposes of historical data analysis.

.2 Provides for the retention of historical information for statistical and management reports. Examples might be but are not limited to: Item number, Type of material, Collection, etc.

4.18 Function: Bibliographic Data Base (continued)

.1 System Capabilities (continued)

.6 General (continued)

.3 Provides access to all bibliographic and item records stored in the system regardless of the library of record. Access will be determined by the policies of the libraries involved.

.4 Provides for on-line inquiry of the bibliographic and item records by the search keys described in the Bibliographic Inquiry Module.

.5 Provides for ease of movement between the bibliographic data, item data and course reserve data.

.6 Provide for the capturing of complete or partial bibliographic data from the OCLC data base when an item is ordered by the library. At least one library expects to be able to track the item from ordering to placement on the shelf.

.7 Provide for the extraction of bibliographic record data in a MARC II format so that data can be exchanged between libraries or networks.

.8 Allows each library to select the records to be extracted, e.g. all films, by collection, by call number, etc.

.9 Provide space in the bibliographic record for technical services processing information. Examples might be but are not limited to:

.1 Discard previous edition when new edition arrives.

.2 Information regarding missing parts.

.3 Conditions of films.

4.18 Function: Bibliographic Data Base (continued)

.1 System Capabilities (continued)

.6 General (continued)

.9 (continued)

.4 List of public service publications where item is cited.

.7 Provide for identifying the cost of each item in the system.

.8 The size of the bibliographic/item files can be determined for each institution from Appendix C.

4.19 Function: Collection Location Assignments

Purpose: To document a temporary transfer of an item from one library location to another location or from one library to another library, e.g. from Main Collection to Course Reserve Collection, New Book Shelf, Catalog Department, Bindery, Hold Shelf; UW-Stout to UW-Eau Claire. For each item transferred, the system creates a "temporary owning location" in addition to the normal "permanent owning location" of the item. The temporary owning location can then charge and discharge an item as if the item belonged to the temporary location. Reports are available which list items currently allocated to a temporary location.

.1 System Capabilities:

.1 Provides for the capability of carrying a temporary collection location assignment for each item, e.g. the item is permanently assigned to the main collection location but is on temporary assignment to the reserve collection location.

.2 Allows each collection to be associated with a set of circulation criteria. These are based upon each library's policy and may include, but are not limited to:

.1 A default loan period for materials in the collection.

.2 A default loan period for each patron category.

.3 Provides for automatically giving a permanent collection assignment to each item when it is loaded into the bibliographic file.

.4 Allows library staff to automatically or manually change the permanent or temporary collecton assignment of an entire collection, an identifiable portion of the collection, or individual items in a collection.

4.19 Function: Collection Location Assignments (continued)

.1 System Capabilities (continued)

.5 To preclude manual effort of determining the original assignment, each item on file will keep its permanent as well as its temporary assignment. The system should be able to efficiently remove items from temporary collections.

.6 Subsequent checkout should not alter either the permanent or temporary assignment of the item. When present, temporary assignments control borrowing characteristics.

.7 Inquiry displays should reflect the current collection assignment regardless of whether or not it is permanent or temporary.

.8 Records the date the item was assigned and date it should be returned to its permanent location.

.9 Schedules a return to permanent location report when item is to be returned to its permanent location.

.10 Provides on request, a list of materials on temporary assignment.

.11 Uses temporary location assignment during inventory.

.12 Collection location assignments should be translated into English on all displays and reports.

4.20 Function: Bibliographic Inquiry

Purpose: Allows an authorized user to access and examine bibliographic and item related data stored in the system. It provides the basis for placing holds, adding titles or copies, recalling media or changing the current status on data or existing material.

.1 System Capabilities:

.1 Provides access through the following search keys:

.1 Names: from the main entries or added entries in the bibliographic records. Includes: personal, corporate meeting or conference and uniform title headings (e.g. Sunset, Bible).

.2 Series: traced and untraced in the bibliographic records. Includes: personal, corporate, meeting or conference, uniform title headings, and series titles.

.3 Subjects: from the subject added entries in the bibliographic records. Includes: personal, corporate, meeting or conference, uniform title headings and topical and geographic headings.

.4 Title

.5 Author/Title

.6 Call number

.7 LC card number

.8 ISBN

.9 ISSN

.10 Vendor number, e.g. OCLC, Blackwell

.11 System number - unique number (barcode or OCR) associated with each physical item.

.12 Fixed fields - access by each fixed field element in each of the OCLC MARC record formats.

4.20 Function: Bibliographic Inquiry (continued)

.1 System Capabilities (continued)

.1 (continued)

.13 Holdings library as represented on the OCLC record. Holdings libraries are used to delinate collections, e.g. non-book media, educational materials center, graduate papers.

.14 Instructor - used to access reserve material.

.15 Course number - used to access reserve material.

.2 Allows each library to establish the data elements that will be displayed with each search key/authorization level combination.

.3 Provide for the use of stop words in searching as a means of preventing long meaningless searches.

.1 Stop words might include articles, prepositions and certain connective words.

.2 Allows the library to add or delete words from the list.

.3 Display the stop list upon request.

.4 Provides a means of exiting from a lengthy search.

.1 The system would request additional instructions if the request required n minutes or would result in a display of n records.

.2 Provide a break key that would abort a lengthy search or previous instruction.

.5 Provide for boolean searching for all search keys. Boolean operators should include:

.1 Or - either one or both keys apply to the record.

.2 AND - both keys apply to the record.

.3 NOT - key does not apply to the record.

4.20 Function: Bibliographic Inquiry (continued)

.1 System Capabilities (continued)

.5 (continued)

Examples of searches using boolean logic may be, but are not limited to the following:

.1 Author/subject

.2 Type of media/subject

.3 Date/subject

.4 Holdings library/subject

.5 Language/subject

.6 Provide for keyword searching of fields specified by the library.

.1 Key string search - e.g. man would be retrieved in words mankind, human, and humanity.

.2 Stem search - e.g. man would be retrieved from mankind, manikin, manuscript.

.7 Allows the patron, once he has exited from a routine, to enter a "help" command which will then move him into an instructional tutorial.

.8 Allows patrons to enter commonly misspelled words and translates the misspelled word into its proper form and searches on the proper form. Indicate how the system deals with words in the title intentionally misspelled for literary or artistic reasons.

.9 Allows for the searching of all subfields.

.10 Provides for access to a single library's bibliographic file or multiple library's files depending upon the policies established by libraries involved.

4.20 Function: Bibliographic Inquiry (continued)

.1 System Capabilities (continued)

.11 Maintains a record of searches that patrons tried but did not find a match. Examples and their uses may include, but are not limited to the following:

.1 Authors or titles patrons and staff searched for but are not included in the library's collection. This information will be used in collection development.

.2 Subjects and/or keywords patrons and staff are using for searches. This information could be used in generating needed cross references.

.12 Access to bibliographic or item data may be limited by borrower and must be protected by password or terminal.

.13 Allows the inquirer to move from a summary screen to a detailed screen or move from a detailed screen to a more general screen with ease.

.14 Positions the operator at the record most clearly matching the search key and allows the operator to browse throught the index either forward or backward.

.15 Bibliographic records are available by all appropriate search keys immediately after record is loaded into system.

.16 When more than one screen of data is evoked, roll, forward/roll backward capability is required.

.17 Provide the ability to select a specific data element and request detail for it without peranently losing the existing screen, e.g. from "title screen" go to "patron screen" for a specific patron inquiry and return to "title screen" without having to perform title searches.

4.21 Function: Item Block (charge, renewal, hold)

Purpose: The item block allows the library staff to prevent the circulation of specific items until the block is overridden or removed by an authorized staff member.

.1 System Capabilities:

.1 Allows for automatic and manual blockage of an item based upon policies established by each library. A block will prohibit the item from being charged, renewed or placed on hold unless the block is overridden or removed by an authorized staff member. Items may be blocked for, but are not limited to the following conditions:

.1 No item record exists.

.2 Item not owned by this library.

.3 Currently charged to another patron.

.4 Being held for another patron.

.5 Not renewable - exceeds limit, hold exists.

.6 Reported missing.

.7 Reported lost.

.8 Not loanable.

.2 Allows authorized library staff to impose, reduce, suspend, cancel, or override an item block provided reason for the block is documented.

.3 Sets a message at the terminal giving reasons for blocks. Text and format of message may vary with library policy.

4.22 Function: Authority Control

Purpose: To establish and maintain authorities for names, subjects and series and to provide the necessary references and notes to insure that terms are consistent with establised preferences in term assignments.

.1 System Capabilities:

.1 Provide authority control for the following categories of headings:

.1 Names: From the main entries or added entries in the bibliographic records. Includes personal, corporate, meeting or conference, and uniform title headings (e.g. Sunset, Bible).

.2 Series: Traced and untraced in the bibliographic record. Includes: personal, corporate, meeting or conference, uniform title headings, and topical and geographic headings.

.3 Subjects: From the subject added entries in the bibliographic records. Includes: personal, corporate meeting or conference, uniform title headings, and topical and geographic headings.

.2 Allow a single institution to maintain a unique authority file and multiple institutions to share a common authority file. Examples might be, but are not limited to:

.1 LC adult

.2 LC children

.3 National Library of Medicine

.4 National Library of Agriculture

.5 Local

.6 ERIC

4.22 Function: Authority Control (continued)

.1 System Capabilities (continued)

.3 Provide for automatic validation of the form of all name, subject, and series headings if the heading is already in the system and automatic notification if it is not in the system or in conflict with an established form.

.1 On-line or batch reports might include, but are not limited to:

.1 A listing of new headings.

.2 Headings that are in conflict.

.3 List of changed headings.

.4 Unauthorized headings.

.4 Automatically creates or deletes cross references (reciprocals) when the corresponding cross reference is input or deleted.

.1 For a "see" reference, a "used for" reference is automatically created.

.2 For a "see also" reference, a "refer from" reference is automatically created.

.3 "Former name" and "later name" references are reciprocals of each other, so when one reference is input, the other is automatically created.

.5 Provide for the on-line and batch display of cross references that appear in the on-line catalog and other special catalogs. Examples are: see, see also, former name and later name.

.6 Provides for the on-line and batch display of notes that appear in the on-line cataog and other special catalogs. Examples are:

4.22 Function: Authority Control (continued)

.1 System Capabilities (continued)

.6 (continued)

.1 Scope notes. A scope note for personal, corporate, or meeting names may explain name changes. A scope note for subject headings gives information on the usage or coverage of the heading.

.2 General reference "see" notes. A "see" note is used with topical and geographic subject headings, and provides references to a general type or category of headings, rather than listing all cross-references specifically. The "see" note generally explains how to find information pertaining to the heading, or explains the use of subdivisions with other headings to cover the subject concept and may include a sample heading.

.3 General reference "see also" notes are used with topical and geographical subject heading, rather than listing all cross-references specifically. The "see also" note generally explains the use of subdivisions with other headings to cover the subject concept, and may include a sample heading.

.4 Catalog Use Notes. A catalog use note gives general directons to the catalog. This note is used with all authority headings except topical and geographic subject headings (which are covered by the general reference "see" note).

4.22 Function: Authority Control (continued)

.1 System Capabilities (continued)

.7 Provides for the elimination of blind cross references in the main catalog and any mini-catalogs or reports that might be produced.

.8 Supports the use of the Library of Congress machine readable name, subject and series authority files in establishing and maintaining authority control.

.1 Allows retrospective as well as new bibliographic records to be compared against authority files.

.9 Provide for the efficient conversion of existing records to conform to standards established by AACR II.

.1 Specific library decisions regarding AACR II are available upon request.

.10 Provide statistical information regarding the frequency with which subject headings are used.

.11 Allows for on-line searching of all subfields.

.12 Provides for the storage of data in an efficient manner. An example might be the storage of authority information in an authority file with pointers to the appropriate bibliographic records.

.13 Provide for global changes in authority information. A change should automatically be carried out in all bibliographic records in which the heading is used.

.14 Allow for the selective utilization of "see" and "see also" references according to the needs of individual libraries.

.15 Automatically transfers the searcher from an unused to a used heading.

4.23 Function: Catalog Production

Purpose: Allows the library to produce a print image tape which can be used to produce a printed or a com catalog from the bibliographic data base. This feature is intended to allow the library to produce a COM catalog to provide backup and act as a supplement to the on-line catalog. It will also be used to produce mini-catalogs of various collections.

.1 System Capabilities:

.1 Allows the library to establish the scope of the catalog. This might be done by using a combination of fixed fields, record formats or holding libraries.

.2 Allows the library to determine the amount of bibliographic data to be included with each entry in the catalog.

.3 Allows the library to determine whether or not the catalog will be divided or dictionary.

.1 If divided, to determine how it will be divided, names, titles, subject, or classes.

.4 The vendor must provide a list of filing rules that will be used in the catalog.

.5 Provide a print image tape which can be used to produce a printed or COM catalog.

.6 Allow for the capabilities outlined under authority control to be incorporated into any catalog produced.

4.24 Function: Reports/Notices

Purpose: To provide:

.1 Patron Notices - Initiated by a prior transaction to inform patrons of their relationships with the library.

.2 Management Reports - Initiated by a prior transaction to prompt actions by the library staff.

.3 Operations Reports - Documentation of the operations or actions performed by the automated system.

.4 Statistical Reports - Summaries of the transactions performed by the system that will aid library staff in analyzing circulation activities.

.5 Bibliographies - Organized listing of the information in the records for items that are stored in the system.

The reports listed are not intended to be all inclusive, rather they are intended to indicate the scope of the reports required by WCWLCC libraries.

.1 System Capabilities:

.1 General

.1 The vendor should supply an on-line report generator/writer to allow the production of user reports.

.1 The system must be easy to use and require a minimum of computer expertise to execute.

.2 The terminal operator should be able to specify, in English like language, the format and elements of the report desired.

.3 The terminal operator should be able to direct the report to the terminal and/or to the system printer queue for printing.

4.24 Function: Reports/Notices (continued)

.1 System Capabilities (continued)

.1 General (continued)

.1 (continued)

.4 The programs must be accessible only to authorized library staff.

.5 Provides for the name, department, and date to appear on the report.

.2 Provides for the manual or automatic (based upon a pre-established sequence) scheduling of reports based upon the policies of each library. Information on the reports should be current as of the termination of on-line activity on the previous day.

.3 Reports/Notices will be based on the policies of each individual library:

.1 Types of reports and notices produced may be determined by each individual library; a record of the reports and notices produced is maintained by the system.

.2 Schedule of reports/notices produced may differ according to the library or location requesting the report/notice, type of report/notice, patron class, type of item, time of year.

.3 Text and contents of report/notice may differ according to library or location requesting the report/notice, type of report/notice, patron class, type of item, time of year, language of patron.

4.24 Function: Reports/Notices (continued)

.1 System Capabilities (continued)

.1 General (continued)

.1 (continued)

.3 (continued)

.4 Format of report/notice may differ, e.g. those mailed will conform to U.S. Postal regulations concerning size, paper weight, placement of information, need for envelope; those sent through campus mail will conform to university requirements.

.5 Sorting of notices may differ, e.g. grouped by faculty, student and other patrons; grouped by campus mail and off-campus mail; grouped by zip code number; grouped by mailing location (i.e. central mailing or decentralized mailing); grouped by patron ID number so they can be mailed in the same envelope.

.4 Allows reports to be run as low priority background work giving the circulation/on-line catalog activities priority.

.2 Patron Notices

.1 Batch Printed

.1 Comprehensive Loan Report - Lists all items currently on loan to a specified patron, indicating the status of each item (e.g. date due, overdue, claimed returned).

4.24 Function: Reports/Notices (continued)

.1 System Capabilities (continued)

.1 General (continued)

.2 Patron Notices (continued)

.1 Batch Printed (continued)

.2 Comprehensive Renewal Report - Lists all items on loan, renewed and non-renewable, currently charged to a patron.

.3 Overdue Notices - Reminder to patron that an item is overdue.

.4 Recall Notices - Request to patron to return an item before its normal due date because it is needed by another patron or library department.

.5 Hold Availability Notice - Notifies patron that an item for which a hold has been placed is now available for use and being held at the circulation desk for n days.

.6 Hold Cancellation Notice - Notifies patron that an item for which a hold has been placed is no longer available.

.7 Service Fee Bill - Notifies patron of service fees owed to the library.

.8 Block of Privileges Notice - Notifies patron that the library has blocked his borrowing privileges, the reasons for the block, conditions under which the block will be removed, and the consequences if patron does not meet these conditions.

4.24 Function: Reports/Notices (continued)

.2 System Capabilities (continued)

.1 General (continued)

.2 Patron Notices (continued)

.1 Batch Printed (continued)

.9 Privilege Expiration Notice - Notifies patron that his library privileges have expired and should be renewed if he wishes to continue to use the library; requests return of items on loan and payment of fines/fees outstanding.

.2 On-Line Printed

.1 Charge/Renewal Transaction Evidence - Receipt documenting the charge/renewal of an item, giving item identification, patron, due date, and time.

.2 Discharge Receipt - Receipt documenting the return of an item giving item identification, patron, date (time) of discharge.

.3 Overdue Fine Notification Slip - Receipt documenting a fee to the patron for an overdue item, giving item, patron, and amount of fee.

.4 Claims Returned Report - Receipt documenting the claim by a patron that an item has been returned to the library, giving item, patron, date of claim.

.5 Fines/Fees Payment Receipt - Receipt documenting payment by a patron for a fine/fee, giving

4.24 Function: Reports/Notices (continued)

.1 System Capabilities (continued)

.1 General (continued)

.2 Patron Notices (continued)

.2 On-Line Printed (continued)

.5 Fines/Fees Payment Receipt (continued)

patron's name, amount of payment date of payment, amount outstanding.

.3 On-Line Display

.1 Request for Information - Display at time of charge/renewal/hold/etc. transaction, of a request from library staff for current personal information, e.g. address.

.2 Overdue Items - Display at time of charge/renewal/hold/etc. transaction, of items which patron has overdue.

.3 Fines/Fees Outstanding - Display, at time of charge/renewal/hold/etc. transaction, of fines/fees that patron owes to the library.

.4 Blocks - Display, at time of charge/renewal/hold/etc. transaction, of information concerning privilege blocks against patron.

.5 Comprehensive Loan List - Displays all items currently charged out to a patron giving due dates, etc.

4.24 Function: Reports/Notices (continued)

.1 System Capabilities (continued)

.1 General (continued)

.3 Management Reports

.1 On-line (printed-displayed)

.1 Exception Condition - Alerts operator to an exceptional condition concerning an item being discharged and displays relevant information; e.g. item on hold, claimed returned, needs binding, has multiple parts. Prompts operator to clear-up the exceptional condition and/or route the item to a library area other than its normal shelving location.

.2 Routing Slip - Printed at discharge to prompt staff to send the item to its appropriate location based on the discharge alert information.

.3 Operator Error Message - Prompts operator for correct entry at terminal when an input error has been made.

.2 Batch Reports

.1 Patron Oriented Actions

.1 Pre-due/Overdue Conversion Reports - List of items by call number or item number that do not have author/title information (i.e. are not linked to a Bibliographic Cataloging Record). Prompts staff to create the Bibliographic Cataloging Record in order to

4.24 Function: Reports/Notices (continued)

.1 System Capabilities (continued)

.1 General (continued)

.3 Management Reports (continued)

.2 Batch Reports (continued)

.1 Patron Oriented Actions (continued)

.1 Pre-due/Overdue Conversion Reports (continued)

provide information needed on patron notices.

.2 Overdue Loan Listing - Lists item overdue as of the time the list is produced with patron name and date due; specified categories of materials can be reported cumulatively (i.e., all items overdue) or non-cumulatively (i.e., all items overdue since last report). Prompts staff to contact patron and request return of items.

.3 Patron Block Pending Report - Lists patrons who have misused library privileges, based on criteria set by each individual library, e.g. excessive fines not yet paid; prompts staff to set a block on patron's privileges and to take follow-up actions.

.4 Patron Privilege Expiration Report - Lists patron whose privileges are due to expire with a listing of items, fines and fees

4.24 Function: Reports/Notices (continued)

.1 System Capabilities (continued)

.1 General (continued)

.3 Management Reports (continued)

.2 Batch Reports (continued)

.1 Patron Oriented Actions (continued)

.4 Patron Privilege Expiration Report (continued)

outstanding. Prompts staff to secure return of library materials and/or renew patron's privileges.

.5 Fee Report - Lists assessments and payments for specific patrons. Prompts university offices, e.g. cashier, registrar, to take appropriate actions concerning the patron.

.6 Delinquent Patron Report - Lists patron with unpaid accounts that fall within library determined parameters, e.g. amount outstanding, length of time outstanding, class of patron. Prompts library staff to take follow-up actions, e.g. contact patron, place account with a collection agency, write-off an unpaid account.

.2 Inventory Actions

.1 Hold Shelf Clearance Report - Lists items which should be removed from the hold shelf because patron did not pick them up within specified time limit. Prompts staff to

4.24 Function: Reports/Notices (continued)

.1 System Capabilities (continued)

.1 General (continued)

.3 Management Reports (continued)

.2 Batch Reports (continued)

.2 Inventory Actions (continued)

.1 Hold Shelf Clearance Report (continued) remove items from hold shelf, to clear computer records, and to re-shelve item or notify next patron in hold queue.

.2 Collection Location Assignment Report - Lists by department (Course Reserve, Bindery, ILL, Hold Shelf) all items transferred from another collection, date of transfer, date to be returned.

.3 Inventory Report - A listing of items misshelved, items missing, items with exceptional conditions (e.g. claims returned status). Prompts staff to reshelve items, search for missing items, and clear up exceptional conditions.

.4 In-House Exceptions Report - Documents problems concerning items reported for In-House Use, e.g. currently charged to patron, reported missing, located in wrong library. Prompts staff to clear up exceptional conditions.

4.24 Function: Reports/Notices (continued)

.1 System Capabilities (continued)

.1 General (continued)

.3 Management Reports (continued)

.2 Batch Reports (continued)

.2 Inventory Actions (continued)

.5 Search Report - Lists all items which are scheduled to be located by library staff on a given day, e.g. overdue, missing/lost, required for Course Reserve required by patron. Prompts staff to locate items and route them to library area or staff designated in the search report.

.6 Lost Materials Report - Lists all items which have not been found by library staff after n searches. Lists all items with a status of lost. Prompts staff to consider purchasing a replacement copy.

.7 Purchase Alert - Lists items which should be considered for purchase by library, e.g. item has n holds. Prompts staff to consider purchasing additional copies.

.8 Message Reports - Lists all items that currently have a message associated with them, giving item, message, identification of operator who entered message, date message was entered. Prompts staff to clear messages that are no longer valid.

4.24 Function: Reports/Notices (continued)

.1 System Capabilities (continued)

.1 General (continued)

.3 Management Reports (continued)

.2 Batch Reports (continued)

.2 Inventory Actions (continued)

.9 Course Reserve Order Outstanding Report - Follow-up report of items on order for a given period of time. Prompts staff to follow-up on purchase order for items for Course Reserve Collection.

.10 Weeding Report

.1 Lists all items that have circulated n times or less over x period of time.

.2 Lists all items in the collections by date of last circulation.

.4 Operations Report

.1 Batch Print

.1 Rejected Input Report - Documents each unsuccessful attempt to enter data through the on-line editing program to the Master Files for Patron Registration, Item Identification Data, Bibliogrpahic Cataloging, Security Authorization.

.2 Conversion Update Report - Documents all attempts to copy data from the machine readable records and incorporate it into the Master Files for Patron Registration, Item Identification Data, and Bibliographic Cataloging.

4.24 Function: Reports/Notices (continued)

.1 System Capabilities (continued)

.1 General (continued)

.4 Operations Report (continued)

.1 Batch Print (continued)

.3 Patron Privilege Block List - Lists name and relevant information for patrons whose privileges have been blocked by the system.

.4 Item Charge and Renewal Blocks - Lists call number/bibliographic information for items on which blocks have been set by the system and reason for the block (e.g. on hold, on trace).

.5 Back-up Processing Report - Documents all charge /renewals entered in a batch back-up process which would not have been allowed by the system if the transaction had occurred on-line. Documents all items that should have had discharge alerts if discharge had occurred on-line.

.6 Down-Time Report - Documents periods in which computer system was unavailable.

.7 Bibliographic Data Base Reports - Lists duplicate records, errors in data, errors in coding, duplicate call numbers, etc.

.8 Authority Control Reports - Notifies operator if names, series and subject authorities have not been established or are in conflict with an established form.

4.24 Function: Reports/Notices (continued)

.1 System Capabilities (continued)

.1 General (continued)

.4 Operations Report (continued)

.2 On-Line Display

.1 System Error Message - Explains nature of error and any other relevant information.

.5 Statistical Reports

.1 Activity Reports

.1 Circulation - Report number of transactions by location and time period, e.g. hour, day, month, year, including charges, renewals, discharges.

.2 In-House Use - Reports number of items used in the library without being charged out.

.3 Holds - Reports number of holds placed on items during a specified time period; number of items with holds pending; number of holds pending.

.4 Terminal Use - Reports number of transactions at each terminal by type of function.

.5 Collection Transfers - Number of items transferred to each collection, from each collection, giving total and/or number transferred within a specified time period.

.6 Fees - Number of fees generated, number of fees cancelled and/or reduced, number of warning letters sent for lost books, etc.

.2 Usage Reports - The following categories of information may be reported individually or cross analyzed.

4.24 Function: Reports/Notices (continued)

.1 System Capabilities (continued)

.1 General (continued)

.5 Statistical Reports (continued)

.2 Usage Reports (continued)

They may be processed to provide totals, to provide averages, or against high use/low use parameters defined by the library.

.1 Individual item

.1 Current uses within a defined time period.

.2 Historical uses within a defined time period.

.3 Total uses.

.4 Average uses.

.5 Last used date. (Default values date entered into the system or publication date.)

.2 Individual bibliographic title.

.1 Average use per copy.

.3 Type of item.

.1 Books, serials, AV materials

.2 Total uses.

.3 Average uses.

.4 Type of classification system

.1 Total uses per classification system.

.2 Average uses per item in classification system.

4.24 Function: Reports/Notices (continued)

.1 System Capabilities (continued)

.1 General (continued)

.5 Statistical Reports (continued)

.2 Usage Reports (continued)

.4 Type of classification system (continued)

.3 Total and average used within subdivisions of classification system.

.5 Patron Information

.1 Type of privilege class.

.2 Residency (e.g. on-campus).

.3 Circulation to "new" patrons, etc.

.6 Type of Use

.1 Regular use.

.2 Renewal.

.3 In-House use.

.7 Library

.1 Individual library.

.2 Subcollections within libraries.

.3 Groups of libraries.

.4 Total libraries in system.

.8 Course Reserve

.1 Instructor

.2 Course

.3 Department

.3 Monitoring Reports

.1 Authorization - Reports activities of each operator by specified functions, e.g. overrides, reduce fines.

4.24 Function: Reports/Notices (continued)

.1 System Capabilities (continued)

.1 General (continued)

.5 Statistical Reports (continued)

.3 Monitoring Reports (continued)

.2 Patron - Reports relevant statistics, e.g. number of patrons in each privilege class, in each status, registered within defined time period.

.3 Items - Reports relevant statistics, e.g. total number of items converted (size of collection), number of items added within defined time period, number of items reported missing or lost.

.4 Subject Heading Report - Data regarding the number of bibliographic records attached to each subject heading.

.4 Financial Accounting

.1 Amount of fines/fees generated, amount of fines/fees paid.

.2 Amount of fines/fees cancelled.

.3 Accounts overdue by patron, by given amounts, by specified time period.

.6 Bibliographies - Batch Printed

.1 Profile Report - Lists items in a collection that fit within a set of parameters, e.g. profile by LC class number and date of publication.

4.24 Function: Reports/Notices (continued)

.1 System Capabilities (continued)

.1 General (continued)

.6 Bibliographies - Batch Printed

.2 Current Awareness - Lists items in an area of interest to patron(s) added to a file within a specified time period.

.3 Course Reserve Lists - Lists all items in the Course Reserve Collection arranged by:

.1 Department, subarranged by course number and instructor.

.2 Author of item, subarranged by title.

.3 Call number.

.4 Status of Materials - Lists all items with a given status, e.g. lost.

.5 Hold Queue - Lists or displays holds currently placed on an item in order of queue; gives item, patron, date hold was placed, date after which item is no longer wanted.

4.25 Function: Additional Functions and Services

Purpose: The library is interested in identifying additional functions and services available with the proposed Library Circulation Management Data and On-Line Catalog System, including the current status of these functions.

.1 System Characteristics:

.1 The following additional services have been identified as useful by the library and will be considered in vendor selection.

.1 Acquisitions

.2 Copyright/ILL fair use control

.3 Serials control

.4 Materials booking

.5 Payroll/time clock

.6 Inter and intra-library communications

.7 Interface with home video systems.

.8 Inventory control

.9 Security control

.2 For each of the services identified the vendor should indicate:

.1 The impact on the CPU

.2 Impact on number of terminals

.3 Impact on peripherals

.4 The specific functions performed by each service

.5 Pricing policy

.6 The relationship of the service to other services and functions provided by the system

.7 Current status of the service

.8 Impact on communication lines

APPENDIX A

HARDWARE REQUIREMENTS

	Central Processor		Disk[1] Drives		Magnetic Tape Drives		System Printer		Operator Console		Circulation Terminals	
	1980	1987	1980	1987	1980	1987	1980	1987	1980	1987	1980	1987
UW-STOUT Library Learning Center											2	2
UW-STOUT[2] Rental Resource Service											14	14
UW-EAU CLAIRE											2	5
UW-RIVER FALLS											2	2
UW-LA CROSSE							1	1			2	2
WCWLCC[2] TOTALS	1	1			1	1	2	3[4]	1	1	8	11

(continued on next page)

APPENDIX A

HARDWARE REQUIREMENTS

	Central Processor		Disk[1] Drives		Magnetic Tape Drives		System Printer		Operator Console		Circulation Terminals	
	1980	1987	1980	1987	1980	1987	1980	1987	1980	1987	1980	1987
UW-STOUT Library Learning Center											2	2
UW-STOUT[2] Rental Resource Service											14	14
UW-EAU CLAIRE											2	5
UW-RIVER FALLS											2	2
UW-LA CROSSE							1	1			2	2
WCWLCC[2] TOTALS	1	1			1	1	2	3[4]	1	1	8	11

(continued on next page)

HARDWARE REQUIREMENTS

	Circulation Mini Printer		Tech Svc Terminals		Tech Svc Printer		Pub Cat[3] Terminals		Pub Cat Printer		Portable Data Collection Terminals	
	1980	1987	1980	1987	1980	1987	1980	1987	1980	1987	1980	1987
UW-STOUT Library Learning Center	1	2	4	7	1	3	10	20	1	4	1	1
UW-STOUT Rental Resource Service					1	1						
UW-EAU CLAIRE			1	2			1	3				
UW-RIVER FALLS	2	2	1	1								
UW-LA CROSSE			1	1			4	7[5]				
WCWLCC	3	4	7	11	1	3	15	30	1	4	1	1

General Note: The total number of hardware units specified for 1987 include these specified for 1980.

Specific Notes:

[1]The number of disk drives required will be determined by the vendor.

[2]Hardware totals for Rental Resource Service are not included in the WCWLCC totals. Cost estimates for Rental Service should be provided in a separate category.

[3]Does not include terminals routed through local computer centers. (See section 3.8.3)

[4]Includes 150LPM printer for UW-La Crosse.

[5]Expects to add public catalog terminals in 1982.

HARDWARE REQUIREMENTS

	Circulation Mini Printer		Tech Svc Terminals		Tech Svc Printer		Pub Cat[3] Terminals		Pub Cat Printer		Portable Data Collection Terminals	
	1980	1987	1980	1987	1980	1987	1980	1987	1980	1987	1980	1987
UW-STOUT Library Learning Center	1	2	4	7	1	3	10	20	1	4	1	1
UW-STOUT Rental Resource Service					1	1						
UW-EAU CLAIRE			1	2			1	3				
UW-RIVER FALLS	2	2	1	1								
UW-LA CROSSE			1	1			4	7[5]				
WCWLCC	3	4	7	11	1	3	15	30	2	4	1	1

General Note: The total number of hardware units specified for 1987 include these specified for 1980.

Specific Notes:

[1]The number of disk drives required will be determined by the vendor.

[2]Hardware totals for Rental Resource Service are not included in the WCWLCC totals. Cost estimates for Rental Service should be provided in a separate category.

[3]Does not include terminals routed through local computer centers. (See section 3.8.3)

[4]Includes 150LPM printer for UW-La Crosse.

[5]Expects to add public catalog terminals in 1982.

APPENDIX B-1

UW-STOUT - LIBRARY LEARNING CENTER
TRANSACTION LOAD AND RESPONSE TIME MIX TABLE
1987

TRANSACTION	Number Per Year	Average Number Per Hour (Average Load)	Average[9] Response Time (Average Load)	Peak Number Per Hour (Peak Load)	Peak[9] Response Time (Peak Load)
1. Title Transactions - Per field - Full Record	53,000	23		69	
2. Item Transaction	64,000	27		81	
3. Patron Transactions - Per Field - Full Record	18,000	4		35	
4. Charges	388,800[1]	129[3]		429[4]	
5. Discharges	388,800[2]	129[3]		429[4]	
6. Fee Processing	14,680	4		16	
7. Holds	3,850	1		4	
8. Display and Printing of Notices	15,700	4		16	
9. Reserve Transactions - Titles - Items	4,000 7,700	2 3		39 77	
10. Reserve Searches - Staff and Public (Display of bibliographic, item, message, or patron records) - Known Item Searches - Subject Searches - Boolean Searches	91,000 6,200 0	21 2 0		84 6 0	

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UW-STOUT - LIBRARY LEARNING CENTER
TRANSACTION LOAD AND RESPONSE TIME MIX TABLE
1987

	Number Per Year	Average Number Per Hour (Average Load)	Average Response Time (Average Load)	Peak Number Per Hour (Peak Load)	Peak Response Time (Peak Load)
TRANSACTION (continued)					
11. Searches Conducted by Staff (Display of bibliographic, message, or patron record)					
- Known Item Searches	102,000	35(5)		116(6)	
- Subject Searches	122,000	40(5)		136(6)	
- Boolean Searches	84,000	24(7)		88(8)	
12. Searches Conducted by Patrons (Display of bibliographic, message, or patron record)					
- Known Item Searches	369,300	85		341	
- Subject Searches	369,300	85		341	
- Boolean Searches	258,500	60		238	
13. Retrospective Conversion					
- Titles	0	N/A		N/A	
- Items	0	N/A		N/A	
14. Authority Control					
- Number of Authorities	N/A	N/A		N/A	
- Number of Record Affected	N/A	N/A		N/A	

(continued on next page)

UW-STOUT - LIBRARY LEARNING CENTER
TRANSACTION LOAD AND RESPONSE TIME MIX TABLE
1987

Notes:

[1]Includes 206,000 charges performed in technical services as a means of monitoring the flow of material from the decision to order until it is ready for circulation.

[2]Includes 206,000 discharges performed in technical services as a means of monitoring the flow of material from the decision to order until it is ready for circulation.

[3]Includes 87 transactions per hour for technical services functions.

[4]Includes 261 transactions per hour for technical services functions.

[5]Includes 24 transactions per hour for technical services functions.

[6]Includes 72 transactions per hour for technical services functions.

[7]Includes 8 transactions per hour for technical services functions.

[8]Includes 24 transactions per hour for technical services functions.

[9]Use figures supplied for WCWLCC in Appendix B-6.

UW-STOUT - RENTAL RESOURCE SERVICES
TRANSACTION LOAD AND RESPONSE TIME MIX TABLE
1987

	Number Per Year	Average Number Per Hour (Average Load)	Average[1] Response Time (Average Load)	Peak Number Per Hour (Peak Load)	Peak[1] Response Time (Peak Load)
TRANSACTION					
1. Title Transactions - Per field - Full Record	23,000	12		100	
2. Item Transaction	24,000	12		1,000	
3. Patron Transactions - Per Field - Full Record	25	1		1	
4. Charges	175,000	85		4,000	
5. Discharges	175,000	85		2,000	
6. Fee Processing	1,600	1		75	
7. Holds	25	1		1	
8. Display and Printing of Notices	8,000	4		100	
9. Reserve Transactions					
- Titles	200	1		10	
- Items	1,000	1		20	
10. Reserve Searches - Staff and Public (Display of bibliographic, item, message, or patron records)					
- Known Item Searches	50	1		10	
- Subject Searches	0	N/A		N/A	
- Boolean Searches	0	N/A		N/A	

(continued on next page)

UW-STOUT - RENTAL RESOURCE SERVICE
TRANSACTION LOAD AND RESPONSE TIME MIX TABLE
1987

	Number Per Year	Average Number Per Hour (Average Load)	Average Response Time (Average Load)	Peak Number Per Hour (Peak Load)	Peak Response Time (Peak Load)
TRANSACTION (continued)					
11. Searches Conducted by Staff (Display of bibliographic, message, or patron record)					
- Known Item Searches	26,000	13		20	
- Subject Searches	0	N/A		N/A	
- Boolean Searches	0	N/A		N/A	
12. Searches Conducted by Patrons (Display of bibliographic, message, or patron record)					
- Known Item Searches	N/A	N/A		N/A	
- Subject Searches	N/A	N/A		N/A	
- Boolean Searches	N/A	N/A		N/A	
13. Retrospective Conversion					
- Titles	1,300	N/A		N/A	
- Items	75,000(2)	N/A		N/A	
14. Authority Control					
- Number of Authorities	N/A	N/A		N/A	
- Number of Record Affected	N/A	N/A		N/A	

General Note: Totals for Rental Resource Service are not included in the WCWLCC totals Appendix B-6. Cost estimates for Rental Resource Services should be provided in a separate category.

Specific Notes:
1 Use figures supplied for WCWLCC in Appendix B-6.
2 Some title records may have up to 3,000 item records associated with them.

UW-EAU CLAIRE
TRANSACTION LOAD AND RESPONSE TIME MIX TABLE
1987

TRANSACTION	Number Per Year	Average Number Per Hour (Average Load)	Average[1] Response Time (Average Load)	Peak Number Per Hour (Peak Load)	Peak[1] Response Time (Peak Load)
1. Title Transactions - Per field - Full Record	81,000	40		120	
2. Item Transaction	30,000	15		45	
3. Patron Transactions - Per Field - Full Record	25,000	6		25	
4. Charges	295,000	60		240	
5. Discharges	295,000	60		240	
6. Fee Processing	9,000	2		8	
7. Holds	3,000	1		2	
8. Display and Printing of Notices	5,000	1		4	
9. Reserve Transactions					
- Titles	3,000	2		30	
- Items	6,000	3		60	
10. Reserve Searches - Staff and Public (Display of bibliographic, item, message, or patron records)					
- Known Item Searches	100,000	5		50	
- Subject Searches	20,000	2		10	
- Boolean Searches	0	0		0	

(continued on next page)

UW-EAU CLAIRE
TRANSACTION LOAD AND RESPONSE TIME MIX TABLE
1987

	Number Per Year	Average Number Per Hour (Average Load)	Average Response Time (Average Load)	Peak Number Per Hour (Peak Load)	Peak Response Time (Peak Load)
TRANSACTION (continued)					
11. Searches Conducted by Staff (Display of bibliographic, message, or patron record)					
- Known Item Searches	10,000	3		10	
- Subject Searches	1,000	1		2	
- Boolean Searches	0	0		0	
12. Searches Conducted by Patrons (Display of bibliographic, message, or patron record)					
- Known Item Searches	100,000	23		92	
- Subject Searches	100,000	23		92	
- Boolean Searches	10,050	2		9	
13. Retrospective Conversion					
- Titles	40,000[2]	45		90	
- Items	46,000[3]	45		90	
14. Authority Control					
- Number of Authorities	N/A	N/A		N/A	
- Number of Record Affected	N/A	N/A		N/A	

Specific Notes:

[1]Use figures supplied for WCWLCC in Appendix B-6.
[2]The total number of records to be converted are 200,000. Although these are expected to be converted prior to 1987,
[3]they should be calculated into the transactions load.
[3]The total numer of items to be converted are 230,000. Although these are expected to be converted prior to 1987, they should be calculated into the transactions load.

UW-RIVER FALLS
TRANSACTION LOAD AND RESPONSE TIME MIX TABLE
1987

TRANSACTION	Number Per Year	Average Number Per Hour (Average Load)	Average[1] Response Time (Average Load)	Peak Number Per Hour (Peak Load)	Peak[1] Response Time (Peak Load)
1. Title Transactions - Per Field - Full Record	42,565	18		54	
2. Item Transaction	47,471	20		60	
3. Patron Transactions - Per Field - Full Record	12,000	3		30	
4. Charges	107,731	23		69	
5. Discharges	107,731	23		69	
6. Fee Processing	500	1		4	
7. Holds	1,000	2		4	
8. Display and Printing of Notices	4,000	4		8	
9. Reserve Transactions - Titles - Items	4,000 10,000	4 6		17 42	
10. Reserve Searches - Staff and Public (Display of bibliographic, item, message, or patron records) - Known Item Searches - Subject Searches - Boolean Searches	80,000 0 0	25 N/A N/A		50 N/A N/A	

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UW-RIVER FALLS
TRANSACTION LOAD AND RESPONSE TIME MIX TABLE
1987

	Number Per Year	Average Number Per Hour (Average Load)	Average Response Time (Average Load)	Peak Number Per Hour (Peak Load)	Peak Response Time (Peak Load)
TRANSACTION (continued)					
11. Searches Conducted by Staff (Display of bibliographic, message, or patron record)					
- Known Item Searches	33,250	8		32	
- Subject Searches	34,000	9		36	
- Boolean Searches	4,000	1		4	
12. Searches Conducted by Patrons (Display of bibliographic, message, or patron record)					
- Known Item Searches	102,328	26		104	
- Subject Searches	110,000	28		112	
- Boolean Searches	6,000	2		8	
13. Retrospective Conversion					
- Titles	N/A(2)	N/A		N/A	
- Items	N/A	N/A		N/A	
14. Authority Control					
- Number of Authorities	N/A	N/A		N/A	
- Number of Record Affected	N/A	N/A		N/A	

Specific Notes:

[1]Use figures supplied for WCWLCC in Appendix B-6.
[2]UW-River Falls has a machine readable data base which they expect to use to create their WCWLCC retrospective data base. If this is not feasible, the following figures should be added to the transaction load for WCWLCC Appendix B-6.

		Average Load	Peak Load
Titles	109,276	30	30
Items	136,283	30	30

UW-LA CROSSE
TRANSACTION LOAD AND RESPONSE TIME MIX TABLE
1987

TRANSACTION	Number Per Year	Average Number Per Hour (Average Load)	Average[(1)] Response Time (Average Load)	Peak Number Per Hour (Peak Load)	Peak[(1)] Response Time (Peak Load)
1. Title Transactions - Per field - Full Record	72,000	26		78	
2. Item Transaction	75,000	29		87	
3. Patron Transactions - Per Field - Full Record	24,000	10		20	
4. Charges	190,000	50		100	
5. Discharges	190,000	50		400	
6. Fee Processing	6,000	15		20	
7. Holds	900	5		10	
8. Display and Printing of Notices	6,000	10		20	
9. Reserve Transactions - Titles - Items	16,000 16,000	25 25		100 100	
10. Reserve Searches - Staff and Public (Display of bibliographic, item, message, or patron records) - Known Item Searches - Subject Searches - Boolean Searches	N/A N/A N/A	N/A N/A N/A		N/A N/A N/A	

(continued on next page)

UW-LA CROSSE
TRANSACTION LOAD AND RESPONSE TIME MIX TABLE
1987

	Number Per Year	Average Number Per Hour (Average Load)	Average Response Time (Average Load)	Peak Number Per Hour (Peak Load)	Peak Response Time (Peak Load)
TRANSACTION (continued)					
11. Searches Conducted by Staff (Display of bibliographic, message, or patron record)					
- Known Item Searches	90,000	20		75	
- Subject Searches	100,000	30		125	
- Boolean Searches	80,000	20		50	
12. Searches Conducted by Patrons (Display of bibliographic, message, or patron record)					
- Known Item Searches	350,000	75		300	
- Subject Searches	350,000	75		300	
- Boolean Searches	250,000	60		200	
13. Retrospective Conversion					
- Titles	30,000	30		60	
- Items	36,000	45		90	
14. Authority Control					
- Number of Authorities	N/A	N/A		N/A	
- Number of Record Affected	N/A	N/A		N/A	

Specific Notes:

[1]Use figures supplied for WCWLCC in Appendix B-6.

WCWLCC
TRANSACTION LOAD AND RESPONSE TIME MIX TABLE
1987

TRANSACTION	Number Per Year	Average Number Per Hour (Average Load)	Average Response Time In Seconds (Average Load)	Peak Number Per Hour (Peak Load)	Peak Response Time In Seconds (Peak Load)
1. Title Transactions[1]	248,565	107		321	
- Per field			3		6
- Full Record			5		10
2. Item Transaction[2]	216,471	91	2	273	5
3. Patron Transactions[3]	79,000	23		110	
- Per Field			3		6
- Full Record			5		10
4. Charges	981,531	262	2	838	5
5. Discharges	981,531	262	2	1,138	5
6. Fee Processing[4]	30,180	22	3	48	3
7. Holds[5]	8,750	9	6	20	6
8. Display and Printing of Notices[6]	30,700	19	3	48	6
9. Reserve Transactions[7]					
- Titles	27,000	33	3	186	6
- Items	39,700	37	6	279	10
10. Reserve Searches - Staff[8] and Public (Display of bibliographic, item, message, or patron records)					
- Known Item Searches	271,000	51	3	184	6
- Subject Searches	26,200	4	6	16	12
- Boolean Searches	N/A	N/A	10	N/A	20

(continued on next page 202

WCWLCC
TRANSACTION LOAD AND RESPONSE TIME MIX TABLE
1987

	Number Per Year	Average Number Per Hour (Average Load)	Average Response Time In Seconds (Average Load)	Peak Number Per Hour (Peak Load)	Peak Response Time In Seconds (Peak Load)
TRANSACTION (continued)					
11. Searches Conducted by[9] Staff (Display of bibliographic, message, or patron record)					
- Known Item Searches	235,250	66	3	233	6
- Subject Searches	257,000	80	6	299	12
- Boolean Searches	168,000	45	10	143	20
12. Searches Conducted by[10] Patrons (Display of bibliographic, message, or patron record)					
- Known Item Searches	921,628	209	3	837	6
- Subject Searches	929,300	211	6	845	12
- Boolean Searches	524,550	124	10	455	20
13. Retrospective Conversion[11]					
- Titles	70,000	75	3	150	6
- Items	82,000	90	5	180	10
14. Authority Control[12]					
- Number of Authorities	N/A				
- Number of Record Affected	N/A				

WCWLCC
TRANSACTION LOAD AND RESPONSE TIME MIX TABLE
1987

General Note: This Appendix does not include data from Appendix B-2, UW-Stout Rental Resource Service. Cost estimates for Rental Resource Service should be provided in a separate category.

Specific Notes:

[1]Covers additions, changes and deletions to the bibliographic data base. Assumes that all additions, changes and deletions will be made on-line.

[2]Covers additions, changes and deletions to data related to copies, volume, etc. Assumes that all additions, changes and deletions will be made on-line.

[3]Covers additions, changes and deletions to the patron data base. Assumes that most additions, changes and deletions will be made on-line.

[4]Covers additions, changes and deletions to fee records initiated at a terminal.

[5]Covers additions, changes and deletions to hold records initiated at a terminal.

[6]Covers the display and printing of notices at circulation staff terminals e.g., fine notices, overdue notices, receipts, etc. Does not include the batch printing of such notices.

[7]Covers additions, changes and deletions to the reserve collection.

[8]Assumes staff searches to initiate transactions in Group 9 are not included.

[9]Assumes searched to initiate transactions in groups 1-10 have already been included in those statistics.

[10]Assumes reserve searches are conducted under Group 10.

[11]Assumes records will be converted only once. Assumes transactions will be on-line.

[12]Assumes all retrospective titles and all new additions will be processed through authority control programs. Although statistical data in this category are not available, the vendor must describe the impact on transaction load and response time authority control will have on the system.

APPENDIX C

COLLECTION, PATRON AND CIRCULATION PROFILES

	Location	Classification System(s)	Cataloged Titles 1979	Cataloged Titles 1987	Uncataloged Titles 1979	Uncataloged Titles 1987
UW-STOUT Library Learning Center	Menomonie Wisconsin	LC 8 Local Systems	155,807	227,413	10,000	10,000
UW-STOUT[1] Rental Resource Service	Menomonie Wisconsin	0	N/A	N/A	1,300	1,600
UW-EAU CLAIRE	Eau Claire Wisconsin	LC	324,603	419,103	600	600
UW-RIVER FALLS	River Falls Wisconsin	LC, Dewey ANSCR (Phono records)	129,267	165,364	1,000	1,000
UW-LA CROSSE	La Crosse Wisconsin	LC	226,311	306,000	3,000	12,000
WCWLCC[1]			835,988[2]	1,117,880	14,600	23,600

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COLLECTION, PATRON AND CIRCULATION PROFILES

	Cataloged Volumes		Uncataloged Volumes		Cat. Titles Added Each Year		Cat. Vols. Added Each Year	
	1979	1987	1979	1987	1979	1987	1979	1987
UW-STOUT Library Learning Center	165,366	241,366	10,000	10,000	9,500	8,000	9,500	8,000
UW-STOUT[1] Rental Resource Service	N/A	N/A	75,000[3]	91,000	N/A	N/A	N/A	N/A
UW-EAU CLAIRE	369,297	474,297	15,000	15,000	13,500	13,500	15,000	15,000
UW-RIVER FALLS	156,283	199,925	1,200	1,200	6,845	4,353	82,76	5,263
UW-LA CROSSE	323,200	407,200	3,000	5,000	12,000	9,500	12,000	10,000
WCWLCC[1]	1,014,146	1,322,788	29,200	31,200	41,845	35,353	44,776	38,263

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COLLECTION, PATRON AND CIRCULATION PROFILES

	Uncataloged Titles Added Each Year		Uncataloged Volumes Added Each Year		Cataloged Circulation		Uncataloged Circulation	
	1979	1987	1979	1987	1979	1987	1979	1987
UW-STOUT Library Learning Center	1,000	1,000	1,000	1,000	93,000	137,800	30,000	47,800
UW-STOUT[1] Rental Resource Service	40	40	2,000	2,000	N/A	N/A	175,000	200,000
UW-EAU CLAIRE	1,000	1,000	1,000	1,000	300,000[4]	300,000[4]	10,000	10,000
UW-RIVER FALLS	500	500	600	600	62,653	64,000	N/A	N/A
UW-LA CROSSE	400	400	400	400	155,000	190,000	5,000	5,000
WCWLCC[1]	2,900	2,900	3,000	3,000	610,653	691,800	45,000	62,800

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COLLECTION, PATRON AND CIRCULATION PROFILES

	Max. No. of Items in Circ. at Any One Time		Total Titles Placed on Reserve		Total Items Placed on Reserve		Total Patrons		Patrons Added[5] Per Year	
	1979	1987	1979	1987	1979	1987	1979	1987	1979	1987
UW-STOUT Library Learning Center	40,000	50,000	1,040	1,500	2,000	2,500	8,000	8,000	2,000	2,000
UW-STOUT[1] Rental Resource Service	50,000	60,000	0	20	N/A	1,000	N/A	N/A	N/A	N/A
UW-EAU CLAIRE	10,000	15,000	4,000	4,000	6,000	6,000	10,000	10,000	2,000	2,000
UW-RIVER FALLS	10,000	10,000	9,118	10,000	38,545	40,000	5,363	5,620	2,000	1,000
UW-LA CROSSE	40,000	50,000	1,000	1,000	1,500	1,500	12,000	12,500	2,000	2,000
WCWLCC[1]	100,000	125,000	15,158	16,500	48,045	50,000	35,363	36,126	8,000	7,000

COLLECTION, PATRON AND CIRCULATION PROFILES

Specific Notes:

[1]Totals for Rental Resource Service are not included in the WCWLCC totals. Rental Resource Service needs should be considered in a separate category.

[2]An overlap study of recent acquisitions using OCLC archive tapes provided the following data:

percent of titles in only one library	88.55
percent of titles in two libraries	09.51
percent of titles in three libraries	01.70
percent of titles in four libraries	00.23

The vendor should assume that 80% of the titles are held by only one library.

[3]Rental Resource Service may have up to 3,000 copies of a single title.

[4]Includes 100,000 reserve transactions.

[5]An equivalent number are normally deleted each year.

APPENDIX D

WCWLCC COMPUTER SYSTEMS

Institution	Mainframe	Tape Drive
UW-EAU CLAIRE	Burroughs 4700	B9495-2
UW-LA CROSSE	Burroughs 3800	800/1600 Switch Selectable
UW-RIVER FALLS	Honeywell 640/20	9 Track 800/1600 BPI
UW-STOUT	IBM4331 PDP11/70	IBM-8809 TE-16
UW-MADISON	IBM 370/168	1600 BPI

APPENDIX E

MANPOWER SUPPORT REQUIREMENTS

(LIBRARY AND CENTRAL SITE)

1. General Notes (apply to all estimates)

   .1 Assume the activity is occuring as part of the transaction load described in Transaction Load and Response Time Mix Table (Average) Appendix B.

   .2 Assume the files (patron, titles, item, circulation, etc.) are the full file size as described in Appendix C.

   .3 Average times should include the full transaction cycle, including the timings for the physical handling of the item, an average screen prompt, data entry (via light pen or keyboard) and processing time including average response time expected for the transaction load described in "1" above.

   .4 The average number of transactions per person, per hour should be a reasonable attainable level of performance achieved by average users in actual practice. In certain cases the names of user contacts will be requested from the vendor. Do not quote exceptional statistics.

2. Specific Notes (applies to specific estimates)

   1. If times differ between retrospective and prospective conversion, indicate times for each.

   2. Assume bibliographic records are entered on-line from OCLC terminal for prospective entry.

   3. Include record creation and generation of the indexes specified in the RFP. If the assumptions indicated in this Section are not valid, any exceptions should be indicated.

MANPOWER SUPPORT REQUIREMENTS

(LIBRARY AND CENTRAL SITE)

2. Specific Notes (applies to specific estimates) (continued)

4. Indicate whether these activities are conducted in the background or stand alone. The timing should indicate which option was assumed.

5. Assume a full MARC bibliographic record.

6. Assume a full patron record as described in Module 4.2.

7. Total for all files, bibliographic, item, patron, etc.

	AVERAGE TIME (1) PER RECORD	AVERAGE NUMBER OF RECORDS PER PERSON PER HOUR (1)
1. Record Conversion		
1. Enter brief bibliographic record (list fields) (2,3)	_____	_____
2. Enter full bibliographic record (list fields) (2,3)	_____	_____
3. Enter holdings (2) (Assume 1 copy per title) (Indicate if included in 1 or 2 above)	_____	_____
4. Enter patron data (3,6)	_____	_____
5. Labeling media	_____	_____
6. Linking bibliographic and item records	_____	_____

MANPOWER SUPPORT REQUIREMENTS

(LIBRARY AND CENTRAL SITE)

	AVERAGE TIME PER RECORD	AVERAGE NO. OF RECORDS PER HOUR
2. Record Editing		
1. Identifying duplicate records		
2. Eliminating duplicate records		
3. Validating authorities		
4. Creating new authorities		
5. Changing records to match authorities		
6. Creating cross references		

	AVERAGE TIME PER TRANSACTION	AVERAGE NO. OF TRANSACTIONS PER PERSON/PER HOUR
3. Circulation		
1. Terminal Log-on, shut down		
2. Patron inquiry		
3. Patron privilege block		
4. Patron accounting		
5. Charge		
6. Renewal		
7. Discharge		
8. Place on hold		

MANPOWER SUPPORT REQUIREMENTS

(LIBRARY AND CENTRAL SITE)

	AVERAGE TIME PER TRANSACTION	AVERAGE NO. OF TRANSACTIONS PER PERSON/PER HOUR
3. Circulation (continued)		
9. Request a recall		
10. Overdue Processing		
11. Fee processing		
12. Changing collection location assignments		
13. Bibliographic inquiry		
14. Item block		

	AVERAGE TIME PER ITEM	AVERAGE NO. OF ITEMS PER PERSON PER HOUR
4. Physical Stock Inventory		
1. Collect data on portable collection device		
2. Transfer data and update file (4)		
3. Process and produce inventory reports (Use average number of items processed per CPU wall time hour) (4)		

MANPOWER SUPPORT REQUIREMENTS

(LIBRARY AND CENTRAL SITE)

	AVERAGE TIME PER RECORD	AVERAGE NO. OF ITEMS PER HOUR
5. Central Site (One-Time Activity)		
1. Initial bibliographic file load (3,5)	_____	_____
2. Initial item file load	_____	_____
3. Initial patron file load (3,6)	_____	_____

	TOTAL TIME (4,7)
6. Central Site (On-going) Operational Activity	_____
1. File clean up:	
Daily	_____
Weekly	_____
Other (describe)	_____
2. File back up:	
Daily	_____
Weekly	_____
Other (describe)	_____
3. Other (describe)	
Daily	_____
Weekly	_____
Other (describe)	_____

MANPOWER SUPPORT REQUIREMENTS

(LIBRARY AND CENTRAL SITE)

4. Reports (Indicate reports in each category)

Daily _____

Weekly _____

Other (describe) _____

FULL TIME EQUIVALENTS

7. Suggested Central Site Staffing

1. Total Staff Required _____

2. By Function _____

3. By Level of Training _____

4. By Hours (Peak, Slack Time, etc.) _____

APPENDIX F

SYSTEM RELIABILITY TEST PROCEDURE

1. Reliability Test Plan

   1. The criteria for establishing the reliability of the system is set forth in the section.

   2. The reliability portion of the acceptance test plan will require operation of the system for all WCWLCC libraries. The patron and bibliographic/item data bases described in this document will be used for the test.

   3. The reliability test plan shall mean that the system is to be run in a normal operating environment for a period of sixty (60) consecutive library workdays, not calendar days, with a performance of less than two (2) percent down time (measured as a percentage of the scheduled hours of availability). The vendor shall have a period of not more than 180 days to satisfy this requirement. In order to meet this requirement, all equipment must perform in accordance with the vendor's published specifications.

   4. The reliability acceptance test period shall begin when the vendor gives the library written notice that the system is installed and fully operational. Fully operational means that the files described in this document have been loaded into the system and that the functional and full load response time acceptance tests have been successfully completed.

SYSTEM RELIABILITY TEST PROCEDURE

1. Reliability Test Plan (continued)

5. If upon completion of the acceptance test period the system meets all acceptance criteria as set forth herein, or if the WCWLCC chairperson agrees to accept the system, the chairperson shall notify the vendor of acceptance of the system in writing.

6. If the total system down-time as defined herein exceeds two (2) percent, the WCWLCC chairperson agrees to review the respective maintenance logs for evaluation of any major errors. If, in the chairperson's opinion, any error is not characteristic of an ongoing system, he may exclude its down-time hours from the total down-time calculation.

7. Options available to the WCWLCC if the acceptance test criteria are not fully satisfied within the 180 day limit.

1. Right to terminate this agreement without liability and declare the vendor in breach of this agreement.
2. Right to accept the system as delivered and demonstrated.
3. Allow the vendor to alter or modify the hardware configuration or the software to enhance the vendor's ability to meet the acceptance criteria, and restart or extend the acceptance test.
4. Restart or extend the acceptance test.
5. Mutually agree to amend the provisions of the acceptance test plan.

8. At any time during the acceptance test period, WCWLCC may choose to accept the system. To do so, the WCWLCC chairperson shall notify

SYSTEM RELIABILITY TEST PROCEDURE

1. Reliability Test Plan (continued)

8. (continued)

the vendor in writing that the vendor has successfully completed the acceptance test. Upon the vendor's receipt of said notification, the acceptance test period shall be deemed to be over and the system accepted.

9. During the acceptance test period, WCWLCC staff shall be responsible for operating the system, detecting errors and notifying the vendor of system failures.

10. If the system fails due to the negligence of the WCWLCC library staff or its agents, the time the system is down shall count neither as system down-time nor daily operational time.

11. Definitions:

1. Total system down-time = sum of down-time factors divided by the sum of daily operational hours.

2. A down-time factor shall be calculated by multiplying the down-time hours by the down-time coefficient, as defined in the Down-time Coefficient Table.

3. Daily operational hours are those hours when one or more of the WCWLCC libraries are open and/or the system is scheduled for operation.

SYSTEM RELIABILITY TEST PROCEDURE

1. Reliability Test Plan (continued)

11. Definitions (continued)

4. Down-time hours are those daily operational hours between the time the vendor has been notified of a system failure and the time the system is fully operational, except for those hours excluded in the Down-time Coefficient Table.

12. If at any time during the acceptance test period the WCWLCC chairperson and the vendor determine that total system down-time will exceed the two (2) percent maximum, upon the chairperson's and the vendor's mutual agreement the acceptance test shall begin anew.

13. The system shall not be modified solely to meet the criteria of the acceptance test.

14. The procedures for logging and evaluating system failures are noted below. Any disputes as to cause of the failure and its inclusion in the down-time equation shall be submitted to Robert Kissinger, Director of Administrative Computing, University of Wisconsin-Stout, for resolution. His determination shall be final.

2. Downtime Report Procedure

1. Upon detection of a system failure or error, the WCWLCC staff shall fill out the System Failure Report form and notify the vendor immediately.

2. Upon resolution of the failure or error, the library shall fill out the System Failure Report form. It is the responsibility of the vendor to supply a technical analysis of the problem for each system failure or error.

SYSTEM RELIABILITY TEST PROCEDURE

2. Downtime Report Procedure (continued)

3. It shall be the duty of the Project Manager to calculate the down-time factor for each failure or error and enter it on the System Failure Report form and the acceptance test log.

4. Each Monday during the acceptance test, it shall be the duty of the project manager to:

1. Send a copy of each System Failure Report form completed during the previous seven (7) days to the vendor and WCWLCC chairperson.

2. Calculate the total system down-time through the previous day and send this information to the vendor and WCWLCC chairperson.

5. The vendor may contest any down-time factor applied to the acceptance test by the project manager.

1. To do so, they must send to Robert Kissinger within ten (10) working days of their receipt of the contested System Failure Report:

1. A copy of the System Failure Report.

2. An analysis of the system failure, stating their reasons for contesting it.

3. A suggestion of what, if any, down-time factor should be applied to the acceptance test.

6. Upon receipt of vendor's notice, Robert Kissinger shall immediately notify the project manager that the vendor is contesting a down-time factor. The project manager shall have five (5) working days to

SYSTEM RELIABILITY TEST PROCEDURE

2. Downtime Report Procedure (continued)

6. (continued)

submit in writing to Robert Kissinger the justification for applying the down-time factor.

7. Robert Kissinger shall within ten (10) working days provide to the vendor and the project director in writing the down-time factor which will be applied to the acceptance test. In no case shall this down-time factor exceed the factor originally applied.

8. It shall be the duty of the project manager to change the original copy of the System Failure Report and the acceptance test log to reflect the new down-time factor to be applied and to recalculate the total system down-time, if necessary.

3. Downtime Coefficient Table

1. Software	(Coefficient)
Security Authorization	1.0
Patron Data Base	.25
Patron Inquiry	1.0
Patron Privilege Block	.25
Patron Accounting	1.0
Charge/Renewal	1.0
Discharge	1.0
Retrospective Charge/Renewal/Discharge	1.0
Holds	.50

SYSTEM RELIABILITY TEST PROCEDURE

3. Downtime Coefficient Table (continued)

1. Software (continued)	(Coefficient)
Missing and Lost Media - Search	-
In-House-Usage Record	-
Overdue Processing	.50
Inventory	-
Course Reserve	1.0
Fee Processing	.50
Service Fees	-
Financial Accounting	.50
Bibliographic Data Base	.25
Collection Location Assignments	.10
Bibliographic Inquiry	1.0
Item Block (charge, renewal, hold)	.25
Authority Control	.25
Catalog Production	.10
Reports/Notices	.25
2. Hardware	
Mini-Computer (CPU)	1.0
Disk Drive	1.0
Tape Drive	.10
System Printer	.20

SYSTEM RELIABILITY TEST PROCEDURE

3. Downtime Coefficient Table (continued)

2. Hardware (continued)	(Coefficient)
Operator Console	1.0
Circulation Terminals - Per Terminal	.10
Circulation Mini-Printer - Per Printer	.10
Technical Services Terminals - Per Terminal	.10
Technical and Public Service Printer - Per Printer	.10
Public Catalog Terminal - Per Terminal	.10
Portable Data Collection Terminal - Per Terminal	.10

Notes

1. At no time shall the down-time coefficient computed for 1.11.2 above exceed 1.0.
2. When a WCWLCC library detects software errors not addressed in the Down-time Coefficient Table and which do not significantly affect the operation of the system, they shall notify the vendor by telephone or in writing. The vendor shall have five (5) working days after receipts of all necessary information to fix the failure, after which time a down-time coefficient of .1 shall be applied.

APPENDIX G

PROPOSAL EVALUATION INSTRUMENT

1. Introduction

   1. The system(s) proposed by each vendor will be evaluated using an instrument similar to the one described in exhibit I.

   2. The proposed system will be evaluated in nine major categories. The list (Exhibit 1) which follows describes these categories in detail, provides the RFP Section(s) describing the requirements (where applicable), provides the weight factor for each area and each item.

   3. The vendor should be aware that the final selection will not be based solely upon the Numerical Rankings provided in the Summary Evaluation Form.

2. Evaluation Procedure

   1. An evaluation instrument will be completed by the evaluation team for each vendor (Exhibit 1).

   2. Each item within each major category will be assigned a ranting of from 1-7 based upon the following rating values:

RATING VALUES

Excellent	7
Very Good	6
Good	5
Average	4
Fair	3
Poor	2
Very Poor	1
No Response	0

PROPOSAL EVALUATION INSTRUMENT

2. Evaluation Procedure (continued)

   3. The rating for each major category will be totaled. The total will be transferred to the summary evaluation form (Exhibit 2).

   4. The vendors will be ranked within each category.

   5. The ranking within category will be multiplied against the weight factor to give a weighted total.

   6. The weighted totals will be added to create a summary total.

   7. The vendors will be ranked by summary total.

PROPOSAL EVALUATION INSTRUMENT

EXHIBIT 1

EVALUATION FORM

(1) SHARED SYSTEMS

(Weight =

RFP Section	Item	Weight x Rating = Total
1	Multiple libraries on the same hardware system	
4	Individualized files, tables etc. for each library	
4	Integrated funtions, e.g. circulation, on-line catalog acquisitions, etc.	
2.9	Network configuration CPU lines, etc.	

Total Score _____

PROPOSAL EVALUATION INSTRUMENT

EXHIBIT 1

EVALUATION FORM

(2) WCWLCC LIBRARY STAFF REQUIREMENTS

(Weight =

RFP Section	Item	Weight	x	Rating	=	Total
	Retrospective bibliographic conversion					
	Prospective bibliographic conversion					
	Labeling					
	Linking bibliographic record with item record					
	Bibliographic/Item file maintenance					
	Patron retrospective conversion					
	Patron prospective conversion					
	Patron file mainenance					
	System support staff required					
	Other					

Total Score _____

PROPOSAL EVALUATION INSTRUMENT

EXHIBIT 1

EVALUATION FORM

(3) SYSTEM FUNCTIONS

(Weight =

RFP Section	Item	Weight x Rating = Total
4.1	Security Authorization	
4.2	Patron Data Base	
4.3	Patron Inquiry	
4.4	Patron Privilege Block	
4.5	Patron Accounting	
4.6	Charge/Renewal	
4.7	Discharge	
4.8	Retrospective Charge/Renewal/ Discharge	
4.9	Holds	
4.10	Missing and Lost Media - Search	
4.11	In-House-Usage Record	
4.12	Over Due Processing	
4.13	Inventory	
4.14	Course Reserve	
4.15	Fee Processing	
4.16	Service Fees	
4.17	Financial Accounting	
4.18	Bibliographic Data Base	
4.19	Collection Location Assignments	
4.20	Bibliographic Inquiry	
4.21	Item Block (charge, renewal, hold)	
4.22	Authority Control	
4.23	Catalog Prduction	
4.24	Reports/Notices	

Total Score _____

PROPOSAL EVALUATION INSTRUMENT

EXHIBIT 1

EVALUATION FORM

(4) VENDOR SUPPORT

(Weight =

RFP Section	Item	Weight	x	Rating	=	Total
3.6.4	Initial Staff Training					
3.6.4	Continuing Staff Training					
3.6	Vendor Site (diagnostic & fixes)					
3.6	CPU Site (schedule & repair)					
3.6	Non-CPU (schedule & repair)					

Total Score _____

PROPOSAL EVALUATION INSTRUMENT

EXHIBIT 1

EVALUATION FORM

(5) SYSTEM OPERATION AND PERFORMANCE

(Weight =

RFP Section	Item	Weight x Rating = Total
	General Capacity to Process Transactions	
	Response Time Influence (Circulation vs On-line Searching)	
	System Capacity (Processor, Files in KB overhead disk in MB, tape transfer rates)	
	Capability for Upward Growth	
	Transaction Mix Requirements	
	Reponse Time Requirements	
	Back-up and Recover Timing	
	Disk Accesses per Transaction	
	Down-time Actions	
	Print Speeds	
	Read Speeds	
	Applications Software	
	Utilities	
	Operating System	
	Disk Requirements	
	Memory Requirements	
	JCL Language	
		Sub-Total _____
2.33	Benchmark Test	
	File Size	
	Functions	
	Emulate Transaction Mix	
	Meet Response Time Requirements	
		Sub-Total _____

PROPOSAL EVALUATION INSTRUMENT

EXHIBIT 1

EVALUATION FORM

(5) VENDOR RESPONSE AND PERFORMANCE

(Weight =

RFP Section	Item	Weight	x	Rating	=	Total
2.34	Acceptance Test					
	Hardware Installation					
	File Generation					
	Functional Acceptance Test					
	Full Load Response					
	Transaction Mix					
	System Reliability					

Sub-Total _____

Total Score _____

PROPOSAL EVALUATION INSTRUMENT

EXHIBIT 1

EVALUATION FORM

(6) VENDOR RESPONSE AND PERFORMANCE

(Weight =

RFP Section	Item	Weight x Rating = Total
2.3	Use of Standard Terminology	
2.4	Completeness of Response	
2.10	Performance Bond	
2.11	Time for Completion and Liquidated Damages	
2.12	Payment Schedule	
2.17	Vendor Background	
2.18	Vendor Financial Capability	
	Availability of Software Described in Proposal	
2.2	Delivery Schedule	
3.9	Warranty	
3.6.2	Policy on System Enhancements	
	Additional Terminals for Acceptance Test and Retrospective Conversion (Availability, Cost, Capacity, etc.)	

Total Score _____

APPENDIX G

PROPOSAL EVALUATION INSTRUMENT

EXHIBIT 1

EVALUATION FORM

(7) COST

(Weight =

RFP Section	Item	Weight	x	Rating	=	Total
2.8	Initial Cost					
	Hardware					
	Software					
	Maintenance Contract					
	Communications					
	Supplies					
	Data Base Construction (Retrospective)					
	Site Preparation					
	Additional Functions (Acquisitions, etc.)					
	Continuing Cost					
	Hardware Purchase					
	Software Purchase					
	Maintenance Contract					
	Communications					
	Supplies					
	Data Base Construction (Prospective)					
	System Upgrade (Mainframe, mass storage)					

Total Score _____

PROPOSAL EVALUATION INSTRUMENT

EXHIBIT 1

EVALUATION FORM

(8) Additional Functions and Services

(Weight =

RFP Section	Item	Weight	x	Rating	=	Total
4.25	Acquisitions					
	Copyright/ILL fair use control					
	Serials control					
	Materials booking					
	Payroll/time clock					
	Inter and intra-library communications					
	Interface with home video systems					
	Inventory control					
	Security control					

Total Score _____

PROPOSAL EVALUATION INSTRUMENT

EXHIBIT 1

EVALUATION FORM

(9) USER SURVEY

(Weight =

RFP Section	Item	Weight	x	Rating	=	Total
	Shared Systems					
	Staff Requirements					
	System Functions					
	Vendor Support					
	System Operation & Performance					
	Vendor Response & Performance					
	Cost					

Total Score _____

APPENDIX G

PROPOSAL EVALUATION INSTRUMENT

EXHIBIT 2

SUMMARY EVALUATION FORM

VENDOR	CATEGORY 1 TOTAL SCORE	RANK	WEIGHT	WEIGHTED TOTAL	CATEGORY 2 TOTAL SCORE	RANK	WEIGHT	WEIGHTED TOTAL	CATEGORY 3 TOTAL SCORE	RANK	WEIGHT	WEIGHTED TOTAL

PROPOSAL EVALUATION INSTRUMENT

EXHIBIT 2

SUMMARY EVALUATION FORM

VENDOR	CATEGORY 4 TOTAL SCORE	RANK	WEIGHT	WEIGHTED TOTAL	CATEGORY 5 TOTAL SCORE	RANK	WEIGHT	WEIGHTED TOTAL	CATEGORY 6 TOTAL SCORE	RANK	WEIGHT	WEIGHTED TOTAL

246

247

APPENDIX H

LIBRARY HOURS

REGULAR SESSION

	M	TU	WED	TH	FRI	SAT	SUN
UW-Eau Claire	7:30 a.m. - 12:00 p.m.	7:30 a.m. - 12:00 p.m.	7:30 a.m. - 12:00 p.m.	7:30 a.m. - 12:00 p.m.	7:30 a.m. - 11:00 p.m.	8:45 a.m. - 9:00 p.m.	1:00 p.m. - 12:00 p.m.
UW-La Crosse	7:45 a.m. - 11:00 p.m.	7:45 a.m. - 12:00 p.m.	7:45 a.m. - 12:00 p.m.	7:45 a.m. - 11:00 p.m.	7:45 a.m. - 11:00 p.m.	8:00 a.m. - 11:00 p.m.	1:00 p.m. - 11:00 p.m.
UW-River Falls	7:45 a.m. - 11:00 p.m.	7:45 a.m. - 11:00 p.m.	7:45 a.m. - 11:00 p.m.	7:45 a.m. - 11:00 p.m.	7:45 a.m. - 8:00 p.m.	11:00 a.m. - 5:00 p.m.	2:00 p.m. - 11:00 p.m.
UW-Stout Library	7:45 a.m. - 12:00 p.m.	7:45 a.m. - 12:00 p.m.	7:45 a.m. - 12:00 p.m.	7:45 a.m. - 12:00 p.m.	7:45 a.m. - 5:00 p.m.	9:00 a.m. - 5:00 p.m.	1:00 p.m. - 12:00 p.m.
UW-Stout Rental Resource Service	8:30 a.m. - 4:00 p.m.	8:30 a.m. - 4:00 p.m.	8:30 a.m. - 4:00 p.m.	8:30 a.m. - 4:00 p.m.	8:30 a.m. - 4:00 p.m.	closed	closed

LIBRARY HOURS

SUMMER SESSION

	M	TU	WED	TH	FRI	SAT	SUN
UW-Eau Claire	7:30 a.m. - 10:00 p.m.	7:30 a.m. - 10:00 p.m.	7:30 a.m. - 10:00 p.m.	7:30 a.m. - 10:00 p.m.	7:30 a.m. - 10:00 p.m.	8:45 a.m. - 5:00 p.m.	1:00 p.m. - 5:00 p.m.
UW-La Crosse	7:30 a.m. - 9:30 p.m.	7:30 a.m. - 9:30 p.m.	7:30 a.m. - 9:30 p.m.	7:30 a.m. - 9:30 p.m.	8:30 a.m. - 4:30 p.m.	8:30 a.m. - 4:30 p.m.	1:00 p.m. - 5:00 p.m.
UW-River Falls	7:00 a.m. - 8:00 p.m.	7:00 a.m. - 8:00 p.m.	7:00 a.m. - 8:00 p.m.	7:00 a.m. - 8:00 p.m.	7:00 a.m. - 4:00 p.m.	closed	closed
UW-Stout Library	8:00 a.m. - 10:00 p.m.	8:00 a.m. - 10:00 p.m.	8:00 a.m. - 10:00 p.m.	8:00 a.m. - 10:00 p.m.	8:00 a.m. - 10:00 p.m.	1:00 p.m. - 5:00 p.m.	2:00 p.m. - 10:00 p.m.
UW-Stout Rental Resource Service	8:30 a.m. - 4:00 p.m.	8:30 a.m. - 4:00 p.m.	8:30 a.m. - 4:00 p.m.	8:30 a.m. - 4:00 p.m.	8:30 a.m. - 4:00 p.m.	closed	closed

APPENDIX I

UW-STOUT RENTAL RESOURCE SERVICE (RRS)

1. Introduction

   Rental Resurce Service is a unique service provided to the University of Wisconsin-Stout community. RRS purchases and/or develops textbooks and other media. These materials are then rented or optionally purchased by students, although there are some major similarities between RRS and the typical library, i.e., materials are charged and discharged to patrons. There are also some major differences particularly in the type of management data required.

2. In addition to the data normally contained in the bibliographic, item and patron records, RRS must maintain the following data:

   1. The date the material was first adopted for use in a course.
   2. The date the material was last used for a course.
   3. The course number(s) and section for which the material is used. This could involve up to 50 courses.
   4. The number of copies available for purchase by students.
   5. The number of copies available for rental, e.g., circulation. This could involve up to 3,000 copies of a single title.
   6. An indication of whether or not monographic material is in hard cover or a soft cover edition. Both forms may be available for a given title.
   7. The wholesale price.
   8. The retail price.
   9. The printing revision.

UW-STOUT RENTAL RESOURCE SERVICE (RRS)

3. The following management reports are required. Each report included the author and title in additon to the data listed in no. 2 on the preceding page.
   1. Author list.
   2. Title list.
   3. Publisher list.
   4. Author list of titles available for purchase only.
   5. Author list of titles available for rental only.
   6. Departmental listing by author of resources used by the department.
   7. List of titles most used in the previous semester.
4. The vendor should address to what extent the needs of Rental Resource Service can be met by the vendor's system.

APPENDIX J

PRICE QUOTE TABLE

Each vendor must complete this price quote table, adding items and making pertinent notes as required. Prices quoted must be good for a 1-year period.

Vendors must supply a full separate statement of maintenance plans where applicable.

See Sections 2.8 - System Costs, and 2.9 - Communication Costs, for additional information.

APPENDIX J

PRICE QUOTE TABLE

	UNIT FEATURES				PRICE			MAINTENANCE COSTS		
Unit	Capacities and Rates	Supplier or Manufacturer	Model No.	No. Units	Unit Price	Quantity Discount	Price Quote	Routine Maintenance	Office-Hours Repairs	Non-O-H Repairs
Central Computer										
Central Processing Unit										
Disc Controller										
Disc Drive										
Tape Drive										
Printer										
Other										
Communications										
Telephone Line(s)										
Other Line(s)										
Modem										
Multiplexer										
Other										

APPENDIX J

PRICE QUOTE TABLE

	UNIT FEATURES				PRICE			MAINTENANCE COSTS		
Unit	Capacities and Rates	Supplier or Manufacturer	Model No.	No. Units	Unit Price	Quantity Discount	Price Quote	Routine Maintenance	Office-Hours Repairs	Non-O-H Repairs
Terminals and Peripherals										
Circulation Terminals										
Circulation Mini-Printers										
Technical Services Terminals										
Technical Services Printers										
Public Catalog Terminals										
Public Catalog Printers										
Portable Data Collection Terminals										
Other										

APPENDIX J

PRICE QUOTE TABLE

	UNIT FEATURES				PRICE		
Unit	Description	Supplier or Manufacturer	Product No.	No. Units	Unit Price	Quantity Discount	Price Quote
Supplies							
Borrower Cards							
Labels							
Special Forms							
Printer Paper							
Terminal Paper							
Ribbons							
Rape							
Disc Packs							
Other							
Services							
Retrospective Conversion							
Training							
Documentation							
Other							

APPENDIX J

PRICE QUOTE TABLE

Unit	Price Quote	
Programming		
Standard Software		Vendor must specify, by RFP section number, exactly which functions will require custom programming. Enter the section numbers onto this chart.
Custom Software		
TOTAL SYSTEM		Enter total system price